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# Document Control Procedures Manual



Federal Emergency Management Agency  
**Mitigation Directorate**  
Technical Services Division  
[www.fema.gov](http://www.fema.gov)

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# INTRODUCTION

## GENERAL OVERVIEW

This Manual has been prepared for use by staff of the Federal Emergency Management Agency (FEMA) and the Map Coordination Contractors (MCCs) for the processing of standard and non-standard documents used in processing FEMA-contracted studies/restudies, community-initiated map revisions, conditional and final map revisions based on conditions other than fill, conditional and final map revisions based on fill, conditional and final map amendments, Letters of Determination Review, and special conversions. These products are processed under Parts 65, 67, 70, and 72 of the National Flood Insurance Program (NFIP) regulations. The Manual also provides procedures and sample documents for use in tracking community compliance and documenting communities' entry into the NFIP. The Manual provides complete details on the procedures to be followed and the documents to be used for each NFIP map action.

## ORGANIZATION

The Manual is organized in six sections and five appendices as follows:

- **Section 1** describes the procedures to be followed in processing new and revised Flood Insurance Study reports; Flood Insurance Rate Maps/Digital Flood Insurance Rate Maps; and, when required, Flood Boundary and Floodway Maps. The new and revised FIS reports and maps are prepared to reflect the results of FEMA-contracted studies/restudies or community-initiated map revisions. Section 1 also describes procedures for processing appeals of the proposed or proposed modified Base Flood Elevation determinations resulting from those studies/restudies and map revisions, and for processing protests of other flood hazard information shown in new or revised reports and on new or revised maps. Processing flowcharts are presented at the end of the section.
- **Section 2** presents the procedures to be followed in processing requests for conditional and final map revisions by letter based on conditions other than the placement of earthen fill. Processing flowcharts are presented at the end of the section.
- **Section 3** presents the procedures to be followed in processing requests for conditional and final map revisions by letter based on the placement of earthen fill, conditional and final map amendments by letter, and Letters of Determination Review. Processing flowcharts are presented at the end of the section.
- **Section 4** presents detailed procedures for converting minimally floodprone and non-floodprone communities to the Regular Phase of the NFIP using special conversion procedures. Processing flowcharts are presented at the end of the section.
- **Section 5** discusses the requirements for the handling of review and processing fees for conditional and final map revisions and conditional map amendments in accordance with Part 72 of the NFIP regulations.
- **Section 6** presents the standard procedures for tracking communities through the conversion/compliance process and preparing documentation for communities' entry into the Emergency and Regular Phases of the NFIP.

- **Appendices A through E** present descriptions and sample copies of the standard documents used in processing the products discussed in Sections 1 through 6.

## **AUTHORITY**

This Manual supersedes the December 1996 version of the Manual and is to be used in conjunction with *Guidelines and Specifications for Flood Map Production Coordination Contractors*, dated February 17, 1999. If there is any conflict between the information presented herein and the information set forth in the NFIP regulations, as cited in Title 44, Chapter 1, Code of Federal Regulations (CFR), the NFIP regulations take precedence.

## **PLANNED UPDATES**

FEMA has revised this Manual to include current product specifications, processing procedures, and responsibilities of FEMA and contractor staff. FEMA will update this Manual periodically, as appropriate, to reflect changes in specifications, procedures, and responsibilities as they occur.

FEMA is treating this Manual as a “living” document that will be updated whenever FEMA determines changes to the requirements documented herein are appropriate. Such changes may be frequent as FEMA streamlines and improves both products and processes as part of its ongoing Map Modernization Program.

FEMA Mitigation Directorate staff will notify all FEMA and contractor offices when changes are made and will maintain this Manual in an electronic (pdf) format for timely and cost-efficient distribution via posting on FEMA’s website.

## **LIST OF ACRONYMS**

The following acronyms will be encountered throughout this Manual and in the completion of most related tasks:

BFE	Base Flood Elevation
CCO	Consultation Coordination Officer
CEO	Chief Executive Officer
CFR	Code of Federal Regulations
CIS	Community Information System
CLOMA	Conditional Letter of Map Amendment
CLOMR	Conditional Letter of Map Revision
CLOMR-F	Conditional Letter of Map Revision Based on Fill
CMA	Community Map Actions (form)
CSC	Computer Science Corporation
DFIRM	Digital Flood Insurance Rate Map
ERM	Elevation Reference Mark
FBFM	Flood Boundary and Floodway Map
FCSA	Fee-Charge System Administrator
FEDD	Flood Elevation Determination Docket
FEMA	Federal Emergency Management Agency
FHBM	Flood Hazard Boundary Map
FIRM	Flood Insurance Rate Map
FIS	Flood Insurance Study
GPO	U.S. Government Printing Office
HQ	Headquarters (FEMA)
LAG	Lowest Adjacent Grade
LFD	Letter of Final Determination
LFPE	Lowest Finished Floor Elevation
LMMP	Limited Map Maintenance Program project revision
LODR	Letter of Determination Review
LOMA	Letter of Map Amendment
LOMC	Letter of Map Change
LOMR	Letter of Map Revision

LOMR-F	Letter of Map Revision Based on Fill
MCC	Map Coordination Contractor
MIS	Management Information System
MSC	Map Service Center
NFIF	National Flood Insurance Fund
NFIP	National Flood Insurance Program
NFIRA	National Flood Insurance Reform Act of 1994
NRCS	Natural Resources Conservation Service
OGC	Office of General Counsel
PMR	Physical Map Revision
PO	Project Officer
PRP	Preferred Risk Policy
PSD	Program Support Division
RO	Regional Office
RFIS	Flood Insurance Restudy
RXDS	Existing Data Restudy
SC	Study Contractor
SCRR	Special Conversion Recommendation Report
SFHA	Special Flood Hazard Area
SFIP	Standard Flood Insurance Policy
SOMA	Summary of Map Actions
SOS	Status of Studies (module of CIS)
TCS	(Standard Flood Hazard) Tracking and Correspondence System
USACE	U.S. Army Corps of Engineers
USGS	U.S. Geological Survey
XDS	Existing Data Study



# **SECTION 1**

## **PROCEDURES FOR PROCESSING NEW AND REVISED FLOOD INSURANCE STUDY REPORTS AND FLOOD INSURANCE RATE MAPS**

This chapter outlines the standard procedures for processing new and revised Flood Insurance Study (FIS) reports and Flood Insurance Rate Maps (FIRMs) and provides general guidelines for selecting and preparing the appropriate correspondence. Except where noted, these processing procedures apply to all FEMA-initiated studies and restudies—Type 15 FISs, Type 19 Flood Insurance Restudies (RFISs), existing data studies (XDSs), existing data restudies (RXDSs), and Limited Map Maintenance Program project revisions (LMMPs)—and to community-initiated revision requests referred to as Physical Map Revisions (PMRs). Process flowcharts are provided in Figures 1-1 through 1-3, which are presented at the end of this section. Descriptions and copies of the standard documents cited in this section are provided in Appendices A and B.

### **1.1 INITIAL PROCESSING OF STUDIES**

The initial processing of a FEMA-initiated study or restudy (hereafter referred to collectively as “study”) is handled as follows:

1. Upon receipt, the MCC logs the study into an in-house management information system (MIS) and updates the Status of Studies (SOS) module on the Community Information System (CIS) database via transaction files sent by modem. The MCC then includes all dates and other status-related information in regular updates of both systems.
2. The MCC reviews the submittal package to determine whether the Study Contractor (SC) provided all required materials. A detailed list of the required materials is presented in *Flood Insurance Study Guidelines and Specifications for Study Contractors*, dated January 1995.
3. The MCC prepares an acknowledgment letter to the SC (SCRECEPT-1, page A-191, for FISs and RFISs; SCRECEPT-2, page A-193, for LMMPs), listing the study materials received and requesting materials that are missing.
4. If the study is based on existing data, the MCC prepares and sends a letter to the Chief Executive Officer (CEO) of the community (XDSLETR, page A-199) to notify the community that an XDS or RXDS is being prepared and to request available information.
5. When the MCC determines that all technical data needed to process an LMMP have been received, the MCC sends an LMMP notification letter (LMMPLTR1, page A-169) to the CEO of the community. This letter informs the requester that the map and report are being revised and may provide a schedule for when the Preliminary copies will be delivered to the community for review.
6. The MCC distributes external and in-house file copies of the letters in accordance with the requirements in Subsection 1.19.

## **1.2 INITIAL PROCESSING OF PHYSICAL MAP REVISIONS**

The initial processing requirements for requests for PMRs are the same as those for Conditional Letters of Map Revision and Letters of Map Revision. The initial processing requirements are discussed in Subsection 2.3 and are presented graphically in the process flowchart in Figure 2-1 at the end of Section 2. The distribution requirements associated with the initial processing of PMRs are summarized in Table 2-1.

## **1.3 TECHNICAL REVIEW AND PRODUCTION**

Upon receipt of all required materials, the MCC performs the technical review of the study or PMR. Before starting, the MCC identifies previous map actions for the affected map panel(s) to ensure that effective data are used. The MCC also notes other ongoing requests that may affect the study or PMR.

During the course of the technical review of a PMR request, the MCC may determine that additional information is required to complete the review. The MCC may contact the requester by telephone to discuss the additional information or fee required. However, regardless of whether the requester is contacted by telephone, the MCC prepares and sends a letter to the requester (316-AD, page B-83) with an enclosure describing the information required, if appropriate.

If the required information is received within 90 days of the date of the letter and is accepted, the MCC initiates final processing of the request. If the required information is not received within the 90-day period, the MCC suspends processing of the request. Any submittal received after the suspension date is to be treated by the MCC and FEMA as an original request and is subject to all submittal requirements, including repayment of required fees.

After all fees/information have been received and the technical review has been completed for a PMR, the MCC prepares and sends an informational letter (316-PMR(1), page A-141) to inform the community that a PMR is being performed and to request any additional information that could be included in the revision. The MCC reviews any information received in response to the 316-PMR(1) letter; discusses the information with FEMA; and incorporates changes, if required, in the Preliminary copies of the map(s) and report.

The remaining technical review and production processes that the MCC follows for studies and PMRs are detailed in the February 17, 1999, version of *Guidelines and Specifications for Flood Map Production Coordination Contractors*.

## **1.4 PRELIMINARY MAP AND REPORT PROCESSING**

After the technical review and production processes have been completed, the MCC prepares and mails Preliminary copies of the FIS report; FIRM; and, if appropriate, FBFM. These copies are issued in accordance with the distribution requirements established with and by each Regional Office (RO). Standard recipients of Preliminary copies of the FIS report, FIRM, and FBFM (if appropriate) are listed below.

- CEO of the community;
- Revision requester (for PMRs) if different than the CEO;
- Community floodplain administrator;
- RO staff;
- State NFIP Coordinator (hereinafter referred to as State Coordinator);

- SC; and
- Data originator for XDS/RXDS, such as U.S. Army Corps of Engineers (USACE), U.S. Geological Survey (USGS), or Natural Resources Conservation Service (NRCS).

For studies, at the request of RO staff, the MCC sends the Preliminary copies of maps and reports to the RO for distribution or directly to the CEO of the community and other recipients. Sample copies of the transmittal letters that may be used for studies are presented in Appendix A, on pages A-165 through A-168, A-171 through A-174, and A-177 through A-182.

For PMRs, the MCC prepares a Preliminary transmittal letter (100 letter, page A-49) if a 90-day appeal period is required; 100-A letter (page A-51) if a 90-day appeal period is not required). The MCC also prepares an enclosure that summarizes the revision. This summary includes, but is not limited to, the following:

- Flooding sources that are affected by the revision;
- Name of the agency/firm that performed the reanalysis and the basis for the reanalysis;
- Portions of effective report and map(s) affected;
- Description of physical changes to flood hazard information on map(s); and
- Description of other changes (e.g., corporate limits, format, s of Map Change (LOMCs) incorporated).

The preliminary transmittal letter is to be accompanied by a list of previous LOMCs for the affected FIRM panels called a Summary of Map Actions (SOMA). The procedures for preparing the Preliminary SOMA (SOMA-1, page A-195) are provided in Subsection 1.5.

After mailing the Preliminary copies of the FIS report, FIRM, FBFM (if required), and SOMA (if required) and distributing the external and in-house file copies in accordance with the requirements in Subsection 1.19, the MCC establishes the Flood Elevation Determination Docket (FEDD) file as required by Title 44, Chapter I, Section 67.3 of the Code of Federal Regulations (CFR). As specified by the regulations, the MCC maintains copies of all correspondence between the community and FEMA in the FEDD file.

At the direction of the Project Officer (PO), the MCC may initiate a PMR immediately after issuing a Letter of Map Revision (LOMR). In general, the procedures detailed in this section are followed. However, the following exceptions must be noted:

- Because the LOMR notifies the CEO and others that a PMR will be issued and requests additional information, the MCC does not prepare a 316-PMR(1) .
- If additional information is submitted in response to the LOMR request for additional information, the MCC prepares a letter to the CEO to acknowledge the receipt of the information (316-PMR(2) letter, page A-143).
- If the BFEs are changed and a 90-day appeal period is initiated during the processing of the LOMR, no additional appeal period is required for the PMR. The community receives a 30-day review period only. Therefore, the MCC transmits the Preliminary copies of the report and map(s) with a 100A letter.

- The MCC then revises the Letter of Final Determination (LFD) to:
  - ❑ Clarify that the Preliminary copies of the PMR were issued to reflect the changes effected by the LOMR;
  - ❑ Cite the appeal period dates for the LOMR and state why no additional appeal period was provided; and
  - ❑ Cite whether any comments were received on the Preliminary copies of the PMR.

The procedures for processing LFDs are discussed in detail in Subsection 1.11.

## **1.5 SUMMARY OF MAP ACTION PREPARATION**

When a revised FIRM panel becomes effective, all previous map actions for that panel are superseded. Therefore, each time a FIRM panel is physically revised and republished, the panel must be updated to include the changes in the flood hazard information resulting from previous physical updates and changes made via the LOMC process. Because the changes made to the effective FIRM via the LOMC process become effective without the affected panels being physically revised and republished, the MCC maintains records of these modifications so they may be incorporated into the next physical update of the affected panels.

Frequently, the results of a LOMC are not shown on the revised FIRM panel because of map scale limitations, because the results indicated a particular property or structure was outside the SFHA as shown on the previous effective FIRM, or because the flood hazard information on which the determination in the LOMC was based has been superseded by new flood hazard information. In such cases, if the LOMC requester (community official or property owner) submitted a written request to FEMA that the LOMC be reissued, FEMA directed the MCC to reissue the LOMC.

If the results of the LOMC could not be shown because of map scale limitations or because the property/structure involved was determined to be outside the SFHA as shown on the effective FIRM, FEMA directed the MCC to reissue the LOMC, without any review, after the new map panel became effective. If the flood hazard information had changed, FEMA directed the MCC to review the revised flood hazard information shown on the FIRM and the backup data for the LOMC to determine whether the LOMC determination was affected. If the previous determination was no longer valid, FEMA directed the MCC to prepare a letter to inform the requester.

In October 1996, FEMA changed this approach for the following reasons:

- The previous process was ineffective because (1) community officials were not always aware of the need to have superseded LOMCs reissued to keep them effective for floodplain management and flood insurance rating purposes; and (2) the information about the superseded determination and need for reissuance was not always communicated to the individual property owners affected by the newly published FIRM.
- Many communities participating in the NFIP are affected by rapidly expanding urban development, new flood-control projects, and updated detailed restudies of the flooding sources; therefore, they are generally very active in revising the flood hazard information shown on the effective NFIP maps.

- Issuance of individual letters to reissue LOMCs (with attachments, if necessary) following the publication of a revised NFIP map can be a significant effort for the MCCs and FEMA.
- The reissuance process for LOMCs is labor intensive, and FEMA is not reimbursed by communities or individual property owners for the s that are issued to revalidate previous determinations. Thus, the limited funds of the National Flood Insurance Fund are being depleted further.
- Research performed by a local floodplain administrator, property owner, insurance agent, or mortgage lender on the status of previous map actions could be minimized if not eliminated entirely.

The resulting procedures for automatically revalidating LOMCs are presented in the following subsections. Under these procedures, communities and individual property owners are no longer required to request that LOMCs be reissued, and FEMA issues one letter for all affected LOMCs rather than an individual letter for each LOMC request. The result is a more effective tool for floodplain management and flood insurance purposes.

To assist communities in maintaining the NFIP maps, particularly the FIRM, the MCCs prepares SOMAs, which are summaries of the LOMCs that will be superseded when the revised FIRM becomes effective. As shown in the process flowcharts in Figures 1-1 and 1-2, FEMA provides the SOMAs to the communities at significant milestones during the processing of studies and PMRs to make the communities aware of the effect revised FIRM panels will have on previously issued LOMCs.

To ensure the modifications made by LOMCs are included in a physical map update, the MCC performs searches for all determinations at four stages: (1) before the Preliminary copies of the affected FIRM panels are prepared and sent to the community for review and comment; (2) before Revised Preliminary copies of the affected FIRM panels are prepared and sent to the community for review and comment; (3) before the Letter of Final Determination (LFD) is sent to the community; and (4) before the effective date of the revised FIRM panels. At each stage, the MCC sorts the LOMCs into the following four categories:

- **Category 1** includes those LOMCs for which results have been shown on the revised FIRM panel(s).
- **Category 2** includes those LOMCs for which results could not be mapped and shown on the revised FIRM panel(s) because of map scale limitations or because the affected areas were determined to be outside the SFHA as shown on the effective FIRM. These LOMCs are revalidated by a single letter after the revised FIRM becomes effective.
- **Category 3** includes those LOMCs for which results have not been, and will not be, reflected on the revised FIRM panel(s) because the flood hazard data on which the determinations were based are being superseded by new detailed flood hazard data.
- **Category 4** includes those LOMCs were previously issued for multiple lots for structures where the determination for one or more of the lots or structures has changed and cannot be revalidated through the administrative process used for Category 2 LOMCs.

For the Category 4 LOMCs, the MCC reviews the data submitted in support of the original LOMC request and issues a new determination for the subject properties after the revised FIRM becomes effective. If conditions have changed since the original LOMC was issued, and additional data and fees are required before a new determination may be issued, the MCC does not revalidate or reissue the LOMC.

During the preparation of the Preliminary copies of the FIRM (and FBFM, if required), the activities below are completed.

1. The MCC produces a Preliminary SOMA (Appendix A, page A-193), which is the product of database management software that searches the records in the CIS to identify LOMCs completed or pending for the community.
2. The MCC reviews in-house LOMC case files, other community-based files, hard copies of LOMCs completed by FEMA ROs, and case files for LOMCs completed by FEMA ROs to ensure all affected LOMCs are identified and listed in the Preliminary SOMA. The MCC does not investigate LOMCs that already have been superseded by a previous effective map (i.e., the LOMC determination date is before the current FIRM effective date) for possible inclusion in the SOMA.
3. The MCC reviews each identified LOMC to determine if it has been affected by new flood hazard information and if it can be incorporated into the FIRM. The MCC lists those LOMCs that are unaffected by the new flood hazard information and can be reflected on the FIRM in Category 1 of the SOMA. The MCC lists those LOMCs that cannot be reflected on the FIRM, but are unaffected by the updated flood hazard information in Category 2 of the SOMA.
4. For the remaining LOMCs, the MCC reviews the case files to determine if the LOMCs can be revalidated. To determine this, the MCC locates the LOMC site on the Preliminary copy of the FIRM, determines the BFE for the site, and compares the Lowest Adjacent Grade (LAG), Lowest Finished Floor Elevation (LFFE), if applicable (for structures), or the lowest ground elevation (for undeveloped lots) to the proposed BFE at the site.
5. For those LOMCs where the MCC determines the LAGs, LFFEs, or lowest ground elevations are above the proposed BFEs, the MCC includes the LOMCs in Category 2 of the SOMA and the LOMCs are eligible for revalidation. For those LOMCs where the MCC determines the LAGs, LFFEs, or lowest ground elevations are below the proposed BFEs, the MCC includes the LOMCs in Category 3 of the SOMA because those LOMCs will be superseded when the FIRM becomes effective.
6. The MCC sends the Preliminary SOMA to the CEO of the community, RO, and State Coordinator with the transmittal that accompanies the Preliminary copies of the revised map panel(s).
7. As shown in the sample Preliminary transmittal s presented in Appendix A, the MCC includes the following paragraph in the transmittal :

To assist your community in maintaining the FIRM, we have enclosed a Summary of Map Actions to document previous Letter of Map Change (LOMC) actions (i.e., Letters of Map Amendment, Letters of Map Revision) that will be superseded when the revised FIRM panels referenced above become effective. Information on LOMCs is presented in the following four categories: (1) LOMCs for which results have been included on the revised FIRM panels; (2) LOMCs for which results could not be shown on the revised FIRM panels because of scale limitations or because the LOMC issued had determined that the lots or structures involved were outside the Special Flood Hazard Area as shown on the FIRM; (3) LOMCs for which results have not been included on the revised FIRM panels because the flood hazard information on which the original determinations were based are being superseded by new flood hazard information; and (4) LOMCs issued for multiple lots or structures where the determination for one or more of the lots or structures cannot be revalidated through an administrative process like the LOMCs in Category 2 above. LOMCs in Category 2 will be revalidated through a single letter that reaffirms the validity of a previously

issued LOMC; the letter will be sent to your community shortly before the effective date of the revised FIRM and will become effective 1 day after the revised FIRM becomes effective. For the LOMCs listed in Category 4, we will review the data previously submitted for the LOMA or LOMR request and issue a new determination for the affected properties after the revised FIRM becomes effective.

8. If no LOMCs have been issued since the affected map panel(s) became effective, the MCC includes the following paragraph in the transmittal to the community to acknowledge this fact, and no SOMA is sent to the CEO:

To assist your community in maintaining the FIRM, we reviewed our records to determine if any previous s of Map Change (i.e., s of Map Amendment, s of Map Revision) will be superseded when the revised FIRM panels become effective. According to our records, no s of Map Change were issued previously for the affected FIRM panels.

## **1.6 POST-PRELIMINARY MAP AND REPORT PROCESSING**

### **1.6.1 Final Consultation Coordination Officer Meeting Held; Appeal Period Required**

The procedures below are generally followed when a final CCO meeting is held and an appeal period is required.

1. If a final CCO meeting is held, an RO representative (usually, the CCO) calls in minutes of the meeting to the MCC, indicating whether the 90-day appeal period should be initiated or delayed to allow time to incorporate comments from the community or the SC. In general, CCOs only delay the 90-day appeal period if Base (1-percent-annual-chance) Flood Elevations (BFEs) are in question or if corporate limits are revised in proximity to detailed flooding. (The CCO provides a written copy of the meeting minutes at a later date.)
2. The MCC records the following information provided by the RO:
  - Date final CCO meeting was held;
  - CEO's name, title, and address;
  - Location of local map repository (no Post Office boxes);
  - Name, address, and telephone number of local newspaper;
  - Compliance/non-compliance of community's ordinances; and
  - Special processing recommendations, which could include recommendations for early conversion or accelerated processing, in accordance with FEMA Instruction 7810.5, dated October 22, 1991.

3. The MCC contacts the local newspaper to determine the days the newspaper is published and the deadline for legal advertisements.
4. If community comments are received, the MCC evaluates whether Revised Preliminary copies are required and obtains approval from the Project Officer (PO) or Project Engineer before preparing the Revised Preliminary copies.

### **1.6.2 No Final Consultation Coordination Officer Meeting Held: Appeal Period Required**

The procedures below shall generally be followed when no final CCO meeting is held and an appeal period is required.

1. If the MCC knows in advance that no final CCO meeting will be held, the MCC contacts the RO or community 30 days after the Preliminary copies of the report and map(s) are issued to obtain the following:
  - Community comments;
  - Information necessary to start the 90-day appeal period;
  - RO comments;
  - Compliance/non-compliance of community ordinances; and
  - Special processing recommendations.
2. The MCC contacts the newspaper to determine the days the newspaper is published and the deadline for legal advertisements.
3. The MCC evaluates whether Revised Preliminary copies are required and obtains approval from the PO or Project Engineer before preparing those copies.

### **1.6.3 Special Considerations for Preliminary Physical Map Revisions**

When the 30-day community review period for a PMR ends, the MCC determines if community comments have been received. If comments have not been received by this time, the MCC calls the community for its response.

### **1.6.4 Appeal Period Not Required**

If the MCC knows that no new or modified BFEs will be proposed as a result of the study or PMR, the MCC discusses this situation with the RO. For studies, this discussion takes place when the RO calls in the results of the final CCO meeting. If no final CCO meeting is held, the MCC contacts the RO directly.

During this discussion, the MCC obtains information concerning the status of the ordinance for each community affected by the study or revision. The MCC then proceeds with the preparation of the LFD in accordance with the procedures discussed in Subsection 1.9.



## 1.6.5 Appeal Period Requirements

If Revised Preliminary copies of the FIRM and/or FIS report are required to start the appeal period, the MCC follows the procedures presented in Subsection 1.7. If no Revised Preliminary copies are required, the MCC follows the procedures below.

1. The MCC compiles a list of proposed and/or proposed modified BFEs, including a range of the BFEs for all flooding sources where BFEs are being established or modified.
2. The MCC chooses publication dates for the newspaper notice for the proposed and/or proposed modified BFE determinations (two dates, 1 week apart). In choosing publication dates, the MCC should allow sufficient time before the first publication date to ensure adequate processing time.
3. The MCC prepares the following documents:
  - Proposed BFE determination letter (101/155, page A-53, for studies; 101/155-PMR, page A-57, for PMRs);
  - Newspaper notice (140a, page A-97, for studies; 140b, page A-99, for restudies and PMRs); and
  - Transmittal letter to newspaper (157, page A-117).
4. For most studies and PMRs, the MCC includes the affected community on a docket listing all proposed BFE determination letters that are scheduled for a particular period of time. In such cases, the PO or Project Engineer notifies the MCC that the proposed BFE determination letter may be mailed by concurring on the docket. For studies and PMRs with special circumstances, the MCC sends the proposed BFE determination letter to the Project Engineer so that it may be routed for concurrence and signature.
5. Upon receipt of the signed determination letter or concurrence on the docket, the MCC mails the transmittal letter and notice to the local newspaper, ensuring ample time for arrival before the first publication date.
6. Before the first newspaper publication date, the MCC mails the proposed BFE determination letter and enclosures. The standard enclosures are copies of the newspaper notice and the NFIP regulations. For non-participating communities, the MCC also encloses a copy of the FEMA pamphlet entitled *Answers to Questions About The National Flood Insurance Program*.
7. The MCC distributes external and in-house file copies in accordance with the requirements detailed in Subsection 1.19.
8. The MCC ensures the newspaper notice is published twice during the 10-day period immediately following notification of the CEO.
9. If the MCC determines the newspaper notice has not been published or the notice has been published incorrectly, the MCC follows the procedures detailed in Subsections 1.8.1 and 1.8.2, respectively.
10. At the beginning of each month, the MCC compiles the proposed BFE lists and prepares the Proposed Rule (140, page A-85) for concurrence and signature. The MCC includes the *Federal Register* Docket Number in the Proposed Rule (odd numbers for Regions I through V, and even numbers for Regions VI through X).

11. The MCC prepares the original Proposed Rule, four copies of the notice, and an electronic version of the notice (on a 3.5-inch, double-sided, double-density floppy diskette) and submits them to the designated FEMA coordinator.
12. The FEMA coordinator routes the original Proposed Rule for concurrence and signature and holds the additional hard copies and electronic version until the original notice is signed.
13. When the signed copy of the Proposed Rule is received, the FEMA coordinator forwards the diskette and three hard copies to the Office of General Counsel (OGC) for publication in the *Federal Register* and sends one hard copy to the MCC for filing.
14. The MCC obtains a copy of the published Proposed Rule, provides a copy of the Proposed Rule to the FEMA coordinator for *Federal Register* cost tracking, and ensures the Proposed Rule is published correctly in the *Federal Register*. If the Proposed Rule is published incorrectly, the MCC notifies FEMA and coordinates revisions with the FEMA coordinator.

## **1.7 REVISED PRELIMINARY MAP AND REPORT PROCESSING**

If Revised Preliminary copies of the FIRM, FBFM, and/or FIS report must be prepared before the 90-day appeal period is started, the procedures established in Subsection 1.6.5 are followed, with two exceptions: (1) the MCC revises the proposed BFE determination letter to reference the Revised Preliminary copies; and (2) the MCC mails Revised Preliminary copies of the FIRM, FBFM, and FIS report, as appropriate, to the CEO, RO, State Coordinator, revision requester, and SC.

When Revised Preliminary copies are prepared and submitted to the community for review, the MCC generates a SOMA and conducts a review similar to that conducted before the Preliminary copies are issued. When required, the MCC revises the Preliminary SOMA and submits it to FEMA for review with the appeal resolution letter, protest resolution letter, or other special transmittal letter to the community. The MCC mails the revised SOMA to the CEO, RO, and State Coordinator with the transmittal .

## **1.8 HANDLING OF NEWSPAPER PUBLICATION PROBLEMS**

The MCC may encounter problems with having a newspaper notice published in the local newspaper. The most frequent problems encountered by the MCC are the newspaper notice not being published at all or the notice being published incorrectly. The procedures that are followed are detailed in Subsections 1.8.1 and 1.8.2.

### **1.8.1 Newspaper Notice Not Published**

When the MCC determines the newspaper has not published the newspaper notice, the MCC follows the procedures below.

1. The MCC determines the earliest possible new publication dates and mails the following to the newspaper in ample time before the first publication date:
  - Original copy of transmittal letter to newspaper; and
  - Copy of newspaper notice;

2. Approximately 1 week before the first publication date, the MCC prepares the presigned appeal period restart letter (153-C, page A-115), mails the letter to the CEO, and distributes the external and in-house file copies in accordance with Subsection 1.19.

## **1.8.2 Newspaper Notice Published Incorrectly**

If the MCC determines the newspaper notice was published incorrectly, the MCC follows the procedures shown in Section 1.8.1 EXCEPT the 153-C letter is replaced by the 153-A letter (page A-113).

## **1.9 APPEAL/PROTEST PROCESSING**

The procedures below are followed if submittals are received during the appeal period.

1. The MCC reviews the submittal to determine if it is an appeal or protest and to evaluate the completeness of the data submitted.
2. If the submittal can be considered an appeal (i.e., BFEs are in question), the MCC prepares an appeal acknowledgment letter (175-A, page A-127) to the CEO.
3. If the submittal does not qualify as an appeal (comments do not relate to BFEs), the MCC prepares a protest acknowledgment letter (175-P, page A-129) to the CEO.
4. The MCC mails the signed acknowledgment letter and distributes the external and in-house file copies in accordance with the distribution requirements detailed in Subsection 1.19.
5. The MCC calls the CEO or community official named in the letter to acknowledge receipt of the appeal or protest, to resolve any questions regarding the submitted data, and to request any required additional data.
6. If required, the MCC prepares a letter from FEMA to the CEO to confirm the request for additional data. The letter specifies a 30-day period to submit the data and shall state that, if the data are not received within 30 days, the appeal or protest will be resolved on the basis of data already received. (Note: The 30-day review period may extend beyond the end of the 90-day appeal period.)
7. If no additional data are received within the 30-day period, the MCC proceeds with the appeal or protest analysis using the data submitted. (See Subsection 1.9.1.)
8. If additional data are received within the 30-day period, the MCC includes these data in the analysis.

### **1.9.1 Appeal/Protest Analysis**

The MCC performs a standard engineering review of the data submitted. If additional engineering work (hydrologic or hydraulic analysis) is needed, the MCC obtains PO approval before beginning the work. If the analysis cannot be completed such that the appeal or protest resolution letter is sent to the CEO within 90 days of receipt of the data necessary to resolve the appeal/protest, the MCC prepares an interim response, sends the letter to FEMA for signature, and mails the signed letter to the CEO at the end of each subsequent 90-day period until the appeal/protest is resolved.

## **1.9.2 Appeal/Protest Resolution**

The procedures below are followed in preparing the appeal resolution correspondence:

1. If the appeal resolution results in changes to the report, FIRM, and/or FBFM, the MCC prepares an appeal resolution letter to transmit the Revised Preliminary copies of the affected portions of the report and/or maps to the CEO and all appellants. The appeal resolution letter enumerates the issues raised by the appeal and discusses the procedures used to evaluate and resolve the issues. Usually, a period of 30 days from the date of the letter to the CEO is provided for comments to be submitted.
2. If the appeal resolution does not result in any substantive changes, the appeal resolution letter informs the CEO and all appellants that the FIS report, FIRM, and FBFM (if required) will not be changed and the reasons why no changes will be made. The appeal resolution letter usually provides a 30-day period for comments to be provided on the finding of no required change.
3. The MCC mails the appeal resolution letter and enclosures as appropriate to the CEO and all appellants and distributes external and in-house file copies in accordance with the requirements established by the PO or other appropriate FEMA staff.
4. If no comments are received within the 30-day period, the MCC schedules the LFD for the next available date 1 week following the end of the 30-day period.
5. If comments are received within the 30-day period, the MCC discusses the comments with the PO or Project Engineer to determine an appropriate response. If appropriate, the PO or Project Engineer directs the MCC to delay the issuance of the LFD. (The LFD may only be delayed at the direction of the PO or Project Engineer.)

The procedures below are followed in preparing the protest resolution correspondence.

1. The MCC discusses the protest resolution with the PO or Project Engineer to determine whether Revised Preliminary copies of the report and/or map(s) should be sent to the CEO.
2. If the requested changes can be incorporated during the final printing processing or no changes are made, the MCC revises the LFD to include a brief description of the changes made or the reasons that no changes were made.
3. If the PO or Project Engineer directs the MCC to prepare Revised Preliminary copies of the FIS report, FIRM, and/or FBFM, the MCC transmits those copies to the CEO with a protest resolution letter. The protest resolution letter briefly describes the changes that have been made. At FEMA's direction, the protest resolution letter may provide a 30-day review period for review and comment.
4. The MCC mails the protest resolution letter and enclosures as appropriate to the CEO and all protesters and distributes external and in-house file copies in accordance with the requirements established by the PO or Project Engineer.

## **1.10 CORRECTION NOTICE PROCESSING**

When the 90-day appeal period ends and all appeals or protests have been resolved, the procedures below are followed.

1. The MCC determines the earliest LFD date (at least 1 week after end of the appeal period or the 30-day review period).
2. The MCC checks the proposed BFE list to ensure it is accurate.
3. If errors or omissions are found in the study or map revision or in the notice of proposed BFE determinations, the MCC notifies the PO or designated staff, who may direct the MCC to delay the LFD. The MCC then determines the length of the additional review period, as follows:
  - If a source of flooding was omitted from the notice of proposed BFE determinations, a second 90-day appeal period is required.
  - If the range of BFEs reflected in the proposed notice was incorrect, a 30-day review period is required.
4. The MCC prepares the appropriate CEO letter: (1) a 152 letter (page A-109) if a new 90-day appeal period is required (may also transmit Revised Preliminary copies of maps); and (2) a 152-A letter (page A-111) if a 30-day review period is required.
5. The MCC prepares the *Federal Register* correction notice (142, page A-101), newspaper correction notice (142a, page A-105, if a new 90-day appeal period is required; 142b, page A-107, if a 30-day review period is required), and newspaper transmittal (157, page A-117).
6. The MCC determines the earliest possible publication date(s) for the correction notice (one time for 30-day review period, two times for 90-day restart) and mails the original copy of the newspaper letter and a copy of the newspaper correction notice to the newspaper in ample time before the publication date(s).
7. The MCC mails the original CEO letter, the correction notice, and Revised Preliminary copies of the FIS report, FIRM, and/or FBFM, if required, approximately 1 week before the first publication date.
8. The MCC distributes external and in-house file copies in accordance with the requirements in Subsection 1.19.

## **1.11 FINAL DETERMINATION PROCESSING**

The procedures below shall be followed in processing LFDs and associated documentation.

1. The MCC chooses the FFED date/FIRM effective date from a list prepared by FEMA HQ. (As cited earlier in this section, the date chosen must be no earlier than 1 week after the 90-day appeal period or 30-day review period has ended.)
2. The MCC prepares the LFD based on community status, study type, whether BFEs were affected, and whether an appeal was received. The various LFDs, and the situations in which they are used, are as follows:
  - 15NP letter (page A-5)--Community not participating in Emergency Phase of NFIP; no appeal received for first-time study;
  - 15NP-A letter (page A-9)--Community not participating in Emergency Phase of NFIP; appeal received for first-time study;

- 15P letter (page A-13)--Community participating in Emergency Phase of NFIP; no appeal received for first-time study;
- 15P-A letter (page A-17)--Community participating in Emergency Phase of NFIP; appeal received for first-time study;
- 15P(AC) letter (page A-21)--Community participating in Emergency Phase of NFIP; no appeal received; accelerated conversion requested for first-time study;
- 19NP letter (page A-25)--Community not participating in Regular Phase of NFIP; no appeal received for FEMA-initiated restudy;
- 19NP-A letter (page A-29)--Community not participating in Regular Phase of NFIP; appeal received for FEMA-initiated restudy;
- 19P letter (page A-33)--Community participating in Regular Phase of NFIP; no appeal received for FEMA-initiated restudy;
- 19P-A letter (page A-37)--Community participating in Regular Phase of NFIP; appeal received for FEMA-initiated restudy;
- 19P-N letter (page A-41)--Community participating in Regular Phase of NFIP; no 90-day appeal period required for FEMA-initiated restudy;
- 19P-N-NFP (page A-45)—Community participating in Regular Phase of NFIP as non-floodprone community; community status unchanged on FIRM prepared in Countywide Format.
- 115-A letter (page A-63)--Appeal received; 6-month compliance period required for PMR or LMMP;
- 115-C-A letter (page A-67)--Appeal received; RO confirms no 6-month compliance period required for PMR or LMMP;
- 115-C-I letter (page A-71)--No appeal received; RO confirms no 6-month compliance period required for PMR or LMMP;
- 115-I letter (page A-75)--No appeal received; 6-month compliance period required for PMR or LMMP;
- 115-I-N letter (page A-79)--No BFEs affected (no appeal period required); 6-month compliance period required for PMR or LMMP;
- 115-N letter (page A-83)--No BFEs affected by PMR or LMMP (no appeal period required), 6-month compliance period required, and FIRM prepared in Countywide Format; or
- 115-N-NFP letter (page A-87)—Community participating in Regular Phase of NFIP as non-floodprone community; community status unchanged on FIRM prepared in Countywide Format for PMR or LMMP.

3. For most studies and PMRs, the MCC includes the affected community on a docket listing all LFDs scheduled for a particular date. In such cases, FEMA staff notifies the MCC that the LFDs may be mailed by concurring on the docket. If an appeal or protest is received or other special circumstances exist, FEMA may direct the MCC to submit the LFD for review.
4. Approximately 2 weeks before the LFD date, the MCC generates the Final SOMA (SOMA-2, page A-197). The Final SOMA includes all LOMCs included in the Preliminary SOMA and all LOMCs issued since the Preliminary or Revised Preliminary copies of the FIRM were distributed. The MCC mails the Final SOMA to the CEO of the community, RO, and NFIP State Coordinator with the LFD.

As shown in the sample LFDs presented in Appendix A, the MCC includes the following paragraph in the LFD:

To assist your community in maintaining the FIRM, we have enclosed a Summary of Map Actions to document previous Letter of Map Change (LOMC) actions (i.e., Letters of Map Amendment, Letters of Map Revision) that will be superseded when the revised FIRM panels referenced above become effective. Information on LOMCs is presented in the following four categories: (1) LOMCs for which results have been included on the revised FIRM panels; (2) LOMCs for which results could not be shown on the revised FIRM panels because of scale limitations or because the LOMC issued had determined that the lots or structures involved were outside the Special Flood Hazard Area as shown on the FIRM; (3) LOMCs for which results have not been included on the revised FIRM panels because the flood hazard information on which the original determinations were based are being superseded by new flood hazard information; and (4) LOMCs issued for multiple lots or structures where the determination for one or more of the lots or structures cannot be revalidated through an administrative process like the LOMCs in Category 2 above. LOMCs in Category 2 will be revalidated through a single letter that reaffirms the validity of a previously issued LOMC; the letter will be sent to your community shortly before the effective date of the revised FIRM and will become effective 1 day after the revised FIRM becomes effective. For the LOMCs listed in Category 4, we will review the data previously submitted for the LOMA or LOMR request and issue a new determination for the affected properties after the revised FIRM becomes effective.

If no LOMCs have been issued for the affected map panel(s), the MCC includes the following paragraph in the LFD to acknowledge this fact, and no SOMA is sent to the CEO:

To assist your community in maintaining the FIRM, we reviewed our records to determine if any previous s of Map Change (i.e., s of Map Amendment, s of Map Revision) will be superseded when the revised FIRM panels referenced above become effective. According to our records, no s of Map Change were issued previously for the affected FIRM panels.

5. On the LFD date, the MCC mails the LFD and enclosures (i.e., standard Final Rule language (158, page A-119) for *Federal Register*, BFE list for *Federal Register*, Final SOMA, and two elevation certificates) to the CEO; mails copies to appellants as necessary; and distributes external and in-house file copies in accordance with the requirements of Subsection 1.19.
6. At the beginning of each month, the MCC compiles the final BFE lists for all communities receiving

LFDs during the previous month and prepares the Final Rule for concurrence and signature.

7. The MCC prepares the original Final Rule for publication in the *Federal Register*, four copies of the Final Rule, and an electronic version of the Final Rule (on a 3.5-inch, double-sided, double-density floppy diskette) and submits them to the designated FEMA coordinator.
8. The FEMA coordinator routes the original version of the Final Rule for concurrence and signature and holds the hard copies and electronic version until the original version of the Final Rule is signed.
9. When the signed copy of the Final Rule is received, the FEMA coordinator forwards the diskette and three hard copies to OGC for publication in the *Federal Register* and sends one hard copy to the MCC for filing.
10. The MCC obtains a copy of the published Final Rule, provides a copy of the Final Rule to the FEMA coordinator for *Federal Register* cost tracking, and ensures the Final Rule has been published correctly in the *Federal Register*. If the Final Rule has been published incorrectly, the MCC notifies the FEMA coordinator and coordinates revisions to the notice with the FEMA coordinator.

## **1.12 PROCESSING FOR U.S. GOVERNMENT PRINTING OFFICE**

After the LFD is mailed, the MCC begins production of the final reproduction materials for delivery to the Map Service Center (MSC). The map and report materials and printing paperwork that the MCC produces are detailed in Subsection 1.2.8 of the February 17, 1999, version of *Guidelines and Specifications for Flood Map Production Coordination Contractors*. The transmittal letters (179, 179-M, 179-R, 179-RS, and 179-S) that the MCC prepares and submits with the final reproduction materials are presented in Appendix A, on pages A-127 through A-136.

## **1.13 CANCELLATION OF FINAL DETERMINATION**

If significant problems with a study or map revision necessitate canceling the LFD and restarting the 6-month compliance period, the procedures below are followed. These actions may only be taken at the direction of the PO or other designated FEMA staff.

1. The MCC prepares a cancellation letter (CANCEL, page A-145) to the CEO and forwards it to FEMA for review and signature.
2. If the final BFEs have been published in the *Federal Register*, the MCC prepares a cancellation notice (158-C, page A-123) and forwards it to FEMA along with the cancellation letter.
3. The MCC sends the signed cancellation letter to the CEO and distributes the external and in-house file copies in accordance with the distribution requirements detailed in Subsection 1.19.
4. If copies of the maps and report have already been distributed, the MCC prepares a "Notice to Flood Insurance Users" and submits it to the MSC with a copy of the cancellation letter.
5. When the problem that caused the cancellation has been resolved, the MCC prepares documentation to restart the 90-day appeal period or the 6-month compliance period following the procedures provided earlier in this section.



## 1.14 SUSPENSION PROCESSING

If the community did not have compliant ordinances when the LFD was issued and the community fails to submit compliant ordinances to the RO within the first 90 days of the compliance period, the procedures below are followed.

1. At the direction of the FEMA Program Support Division (PSD) staff, the MCC prepares a 90-day suspension letter (S-90, page A-189) and submits it to PSD for review and signature.
2. If the CCO has **not** notified PSD staff that the community is compliant, PSD returns the signed letter to the MCC. If the CCO **has** notified PSD staff that the community is compliant, PSD returns the unsigned letter and notifies the MCC that the letter is not to be sent.
3. The MCC mails the signed letter, if required, to the CEO and distributes the external and in-house file copies in accordance with the distribution requirements detailed in Subsection 1.19.

If the community submits compliant ordinances to the CCO at least 30 days before the effective date, the CCO notifies the PSD and MCC staff. If no such notification is received, the procedures below are followed.

1. The MCC prepares a 30-day suspension letter (S-30, page A-185) and submits it to PSD for review and signature.
2. If the CCO has **not** notified PSD staff that the community is compliant, PSD returns the signed letter to the MCC. If the CCO **has** notified PSD staff that the community is compliant, PSD returns the unsigned letter and notifies the MCC that the letter is not to be sent.
3. The MCC mails the signed letter and enclosures (copies of 44 CFR 59.24 and 44 CFR 60.3), if required, to the CEO and distributes the external and in-house file copies in accordance with the distribution requirements detailed in Subsection 1.19.

At the request of the PSD staff, the MCC may contact the CCO to determine the compliance status of the community before mailing the suspension s.

## 1.15 REVALIDATION PROCESSING

Approximately 4 weeks before the effective date for a study or PMR, the MCC initiates the preparation of a revalidation, or LOMC-VALID, letter. The procedures below are followed.

1. Approximately 1 month before the effective date, the MCC generates a list of LOMCs that must be revalidated. The list includes Category 2 LOMCs from the Final SOMA, LOMCs issued since the LFD was mailed, and LOMCs for the community that are in progress.
2. The MCC reviews the listed LOMCs to verify that all appropriate LOMCs are included. During the verification process, the MCC assesses the pending LOMCs for possible completion before the new effective date. Pending LOMCs that will be completed before the effective date may be revalidated.
3. The MCC prepares the LOMC-VALID letter. As shown in the sample LOMC-VALID letter (Appendix A, page A-175), the MCC includes the following information for each LOMC:
  - Case number (when available);

- Date issued;
- Identifier;
- Map panel number; and
- New zone designation.

Depending on the number of LOMCs that need to be revalidated, the MCC includes the LOMC information in the letter itself or provides it as a separate attachment.

4. The MCC submits the LOMC-VALID letter to FEMA for review and approval approximately 3 weeks before the new effective date. The effective date of the LOMC-VALID letter will be 1 day after the new map effective date.
5. FEMA reviews and approves the LOMC-VALID letter and returns it to the MCC.
6. The MCC confirms the status of pending LOMCs and checks for new LOMCs that may be included.
7. The MCC mails the LOMC-VALID letter to the CEO approximately 2 weeks before the new FIRM effective date.

During the processing of a study or PMR, LOMCs may be issued. In these LOMCs or the enclosure that accompanies the LOMCs, FEMA includes a notification to the community or individual property owner that the affected map panel is scheduled to be republished and the determination made in the LOMC will be superseded on the date the new panel became effective. As shown in the sample determination letters and enclosures in Appendices B and C, the LOMCs also notify the community or individual property owner that the LOMC will be revalidated after the effective date of the revised map panel(s).

The LOMC-VALID letter becomes effective 1 day after the effective date of the newly effective FIRM panels. The LOMC-VALID letter is considered legally binding, in the same manner as the original LOMC, provided a copy of the original LOMC accompanies the LOMC-VALID letter. If required by the requester, the MCC shall forward a copy of the original LOMC with the LOMC-VALID letter. No fee is to be assessed for such requests.

Subsequent to the issuance of the LOMC-VALID letter, a community official or individual property owner may request that a LOMC be reissued. If this occurs and the LOMC is listed in the LOMC-VALID letter, the MCC shall send the requester a copy of the LOMC-VALID letter and, if requested, a copy of the original LOMC. Again, no fee is to be assessed for these requests. However, subsequent requests for copies from the requester or requests from someone other than a community official or individual property owner are subject to the fee schedule for FIS backup data published in the *Federal Register*.

## **1.16 REINSTATEMENT PROCESSING**

If a community is suspended from the NFIP and is reinstated because it enacted compliant ordinances after the effective date, the procedures below are followed.

1. PSD staff instruct the MCC to prepare a reinstatement letter (RINSTATE, page A-183).
2. The MCC prepares the reinstatement letter and submits it to PSD for review and signature.
3. PSD returns the signed letter to the MCC.
4. The MCC mails the signed letter to the CEO and distributes the external and in-house file copies in

accordance with the distribution requirements detailed in Subsection 1.19.

## **1.17 REGULAR COUNTYWIDE MAP AND REPORT PROCESSING**

Most of the procedures and documents set forth in this section will apply when maps and reports are prepared in the FEMA Countywide Format. The special procedures and documents required for countywide map and report processing are detailed below.

1. The MCC identifies all incorporated areas within the County.
2. The MCC determines the following for each incorporated area:
  - Program Status;
  - Type of flooding to be shown on the Countywide FIRM (approximate or detailed);
  - Whether detailed flooding is being revised; and
  - Whether the community is located in more than one county and both counties are in Countywide Format.
3. If each county has been mapped in the Countywide Format, the MCC includes the appropriate portions of the community in each of the countywide FIRMs and includes information on the community in each of the countywide FIS reports. At the direction of the PO or other designated FEMA staff, the MCC may show a multiple-county community entirely on all affected countywide FIRMs.
4. If one of the counties has not been prepared in the Countywide Format, the PO may decide the community should not be shown in its entirety on the FIRM(s) already in the Countywide Format. In such cases, the MCC revises the separate FIRM for the community and shows the community information on the countywide FIRM(s) with a note indicating the information is shown for reference purposes only.
5. If the FIRM is being prepared in the Countywide Format for the first time, the MCC prepares and mails acknowledgment letters to the CEOs for the County and all incorporated communities. The letters summarize the actions to be taken and request community information for use in updating flood hazard information for the community. The MCC distributes the letters at least 45 days before issuing the Preliminary copies of the FIRM to give the county and community time to respond to the request for information. The particular letter to be mailed will be determined by the program status of the community and the changes made to the maps as follows:
  - A CW-1 letter (page A-157) is issued to communities (including the county) that are participating in the NFIP and the flood hazard information in the community will be unchanged on the countywide FIRM.
  - A CW-2 letter (page A-159) is issued to communities (including the county) that are participating in the NFIP and the flood hazard information in the community will be changed on the countywide FIRM as a result of a study or map revision.
  - A CW-3 letter (page A-161) is issued to communities (including the county) that are not participating in the NFIP and the flood hazard information in the community will be unchanged

on the countywide FIRM.

- A CW-4 letter (page A-163) is issued to communities (including the county) that are not participating in the NFIP and the flood hazard information in the community will be changed (or presented for the first time) on the countywide FIRM as a result of a study or map revision.
6. The MCC distributes Preliminary copies of the FIRM and FIS report in accordance with the distribution requirements detailed in Subsection 1.7. Recipients of the complete countywide FIRM include the CEO of the county, RO, State Coordinator, and SC or data originator. The MCC distributes Preliminary copies of the FIS report, FIRM Index, and FIRM panels on which each incorporated area is shown to the CEO of each individual community using the CNTYPRE1 letter (page A-143).
  7. The MCC coordinates with FEMA and the local newspaper(s) to initiate statutory 90-day appeal periods for all communities for which new or modified BFEs are being proposed. The 90-day appeal periods for all affected communities are initiated on the same date if possible. The MCC ensures the following language specific to Countywide Format is included in the 101/155 or 101/155-PMR letter:

On **(Date Preliminary Sent)**, we provided your community with copies of a preliminary Flood Insurance Study (FIS) and Flood Insurance Rate Map (FIRM). The FIS and FIRM for your community were prepared in our countywide format, which means that flood hazard information for the entire geographic area of the county, including your community and all other incorporated areas, was presented. That material makes it appropriate to modify the elevations of a flood having a 1-percent chance of being equaled or exceeded in any given year (base flood) for certain locations in the **(Full Name of Community)**. Public notification of the proposed modifications in Base Flood Elevations (BFEs) for the following will be given in the **(Name of Newspaper)** on or about **(First Publication Date)** and **(Second Publication Date)**: **(List of Streams Studied)**. A copy of this notification is enclosed. In addition, a notice of Proposed Base Flood Elevation Determinations will be published in the *Federal Register*.

8. The MCC issues LFDs to the county and to the incorporated communities on the same date so that the FIRM effective date will be the same for all communities. The MCC ensures language specific to Countywide Format, shown below, is included in the LFD. (See sample s in Appendix A.)

The FIRM and FIS report for your community have been prepared in our countywide format, which means that flood hazard information for all jurisdictions within **(County Name)** County has been combined into one FIS and FIRM. When the FIRM and FIS report are printed and distributed, your community will receive only those panels that present flood hazard information for your community. We will provide complete sets of the FIRM panels to County officials, where they will be available for review by your community.

9. For communities for which no changes have been made to the information on the effective FIRM, the MCC prepares a 115-N letter (pages A-83), informing them of the FIRM effective date.
10. For those communities that are participating in the Regular Phase of the NFIP as non-floodprone and that status of the community does not change, the MCC prepares one of the following: a 19P-N-NFP letter (page A-45) if the countywide mapping is based on a restudy, or a 115-N-NFP (page A-87) if the countywide mapping is based on an LMMP or PMR.

## 1.18 DIGITAL FLOOD INSURANCE RATE MAP PROCESSING

Digital Flood Insurance Rate Maps (DFIRMs) and the FIS reports associated with them also are prepared in the FEMA Countywide Format. However, rather than using traditional cartographic production techniques, DFIRMs are produced using a process that involves capturing data from effective FIRMs and FBFMs in a digital (computer-readable) format and plotting map panels using a specialized computer technology. General guidelines and specifications for the production of DFIRMs are provided in Section 6 and Appendix B of the February 17, 1999, version of *Guidelines and Specifications for Flood Map Production Coordination Contractors*.

Most of the procedures and documents set forth in this section will apply when maps are prepared in a digital format. The special procedures and documents required for digital map processing are detailed below.

1. The MCC distributes Preliminary copies of the FIS report and DFIRM panels in accordance with the distribution requirements detailed in Subsection 1.16. However, the MCC distributes copies of the preliminary FIS report, DFIRM Index, and DFIRM panels using a special transmittal letter, such as the CNTYPRE2 and CNTYPRE3 letters shown in Appendix A, on pages A-149 and A-153, respectively.
  - The CNTYPRE2 letter is issued when no BFEs have been modified and, therefore, no statutory 90-day appeal period is required for any of the communities in the county.
  - The CNTYPRE3 letter is issued when a 90-day appeal period is required for one or more of the communities in the county.
2. The MCC initiates 90-day appeal periods for the county and incorporated communities that require publication of proposed or proposed modified BFEs, on the same date if possible. The MCC ensures the following language specific to DFIRM processing is included in the 101/155 and 101/155-PMR letters:

The FIRM panels have been computer-generated. Once the FIRM and FIS report are printed and distributed, the digital files containing the flood hazard data for the entire county can be provided to your community for use in a computer mapping system. These files can be used in conjunction with other thematic data for floodplain management purposes, insurance purchase and rating requirements, and many other planning applications. Paper copies of the FIRM panels may be obtained by calling our Map Service Center, toll free, at 1-800-358-9616. Copies of the digital files may be obtained by calling our Map Coordination Contractor, toll free, at 1-877-FEMA MAP (1-877-336-2627). In addition, your community may be eligible for additional credits under our Community Rating System if you implement your activities using digital mapping files.

3. In preparing the LFDs for the county and communities, the MCC ensures the language specific to DFIRMs, shown above, is included.

## 1.19 DISTRIBUTION REQUIREMENTS

In addition to the CEOs and floodplain administrators for the affected communities, many other individuals and agencies receive copies of the standard documents used in processing studies, restudies, and PMRs. The distribution requirements for these standard documents are summarized in Table 1-1. Distribution requirements for non-standard documents are established for the MCC by the PO, Project Engineer, or other designated FEMA staff.

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Table 1-1. Distribution Requirements for Standard Study and Restudy Documents

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Table 1-1. Distribution Requirements for Standard Study and Restudy Documents

Document Number	State Coordinator	Regional Director	MT-TS-HS Chron	Community Map Repository	MCC Case File	FEDD File	SC	Other	PSD
115-N	X	X	X	X	X	X	X		
115-N-NFP	X	X	X	X	X	X			
140	X	X	X		X	X			
140a	X	X	X		X	X			
140b	X	X	X		X	X			
142	X	X	X		X	X			
142a	X	X	X		X	X			
152	X	X	X		X	X			
152-A	X	X	X		X	X			
153-A	X	X	X		X	X			
153-C	X	X	X		X	X			
157					X	X			
158	X	X	X	X	X	X	X		
158-C	X	X	X	X	X	X	X		
175-A	X	X	X		X	X			
175-P	X	X	X		X	X			
179					X	X			
179-M					X	X			
179-R					X	X			



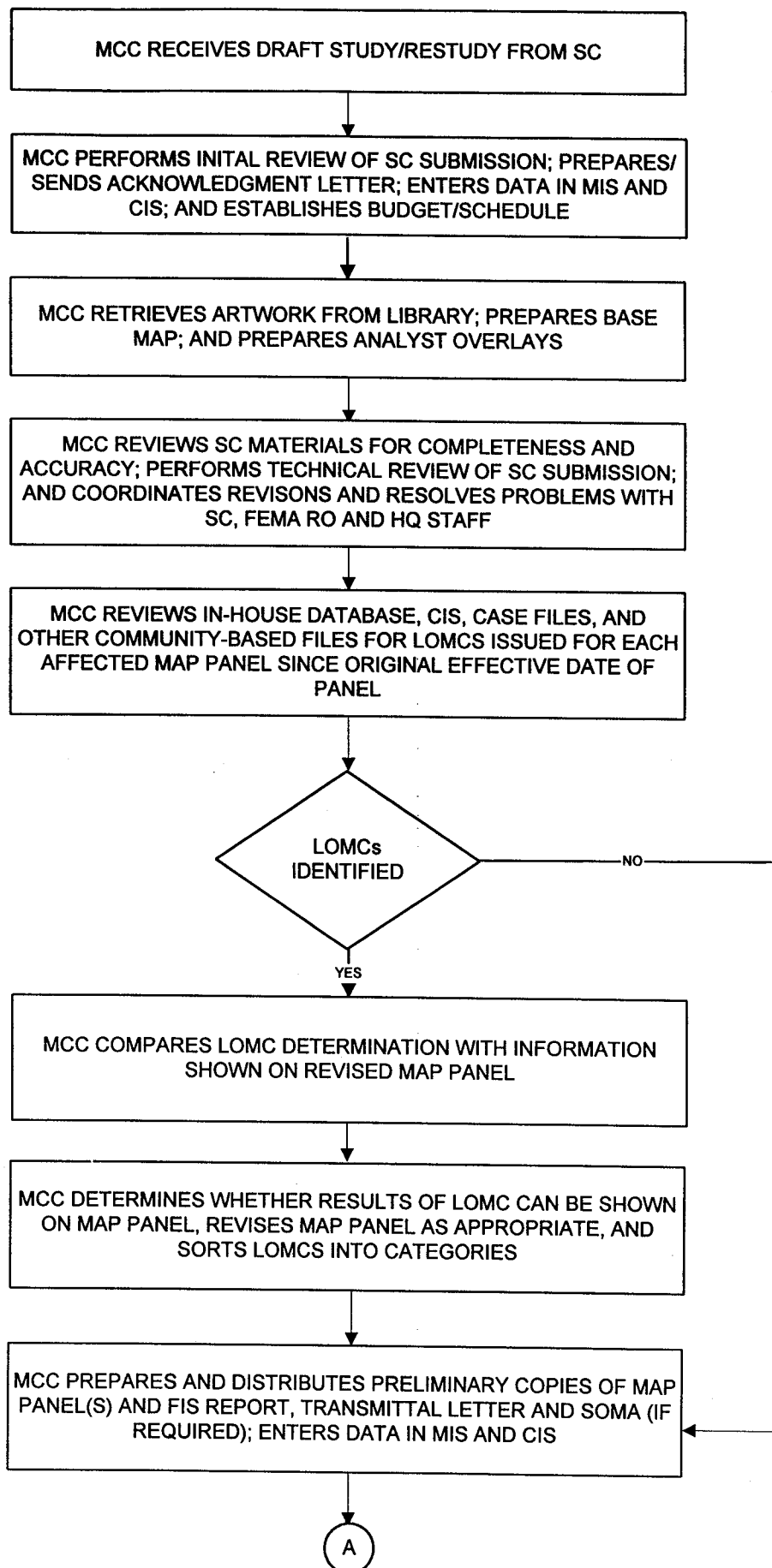
Table 1-1. Distribution Requirements for Standard Study and Restudy Documents

Document Number	State Coordinator	Regional Director	MT-TS-HS Chron	Community Map Repository	MCC Case File	FEDD File	SC	Other	PSD
179-RS					X	X			
179-S					X	X			
316-PMR(1)	X	X	X		X				
316-PMR(2)	X	X	X		X				
CANCEL	X	X	X	X	X	X	X		
CNTYPRE1	X	X	X		X	X			
CNTYPRE2	X	X	X		X	X			
CNTYPRE3	X	X	X		X	X	X		
CW-1		X	X		X				
CW-2		X	X		X				
CW-3		X	X		X				
CW-4		X	X		X				
FISLTR1		X	X		X	X			
FISLTR2		X	X		X	X			
LMMPLTR1	X	X	X	X					
LMMPLTR2		X		X	X				
LMMPLTR3		X		X	X				
LOMC-VALID	X	X	X	X	X	X		X <sup>1</sup>	
REGPREL		X			X	X			

Table 1-1. Distribution Requirements for Standard Study and Restudy Documents

Document Number	State Coordinator	Regional Director	MT-TS-HS Chron	Community Map Repository	MCC Case File	FEDD File	SC	Other	PSD
RFISLTR1		X			X	X			
RFISLTR2		X			X	X			
RINSTATE	X	X			X	X		X <sup>1</sup>	X
S-30	X	X			X	X		X <sup>1</sup>	X
S-90	X	X			X	X		X <sup>1</sup>	X
SCRECEPT-1		X	X		X				
SCRECEPT-2		X	X		X				
SOMA-1	X	X			X	X			
SOMA-2	X	X	X	X	X	X			
XDSLETR	X	X	X		X				

<sup>1</sup>Copy sent to State Insurance Commissioner



**Figure 1-1. Procedures for Processing Studies and Restudies**

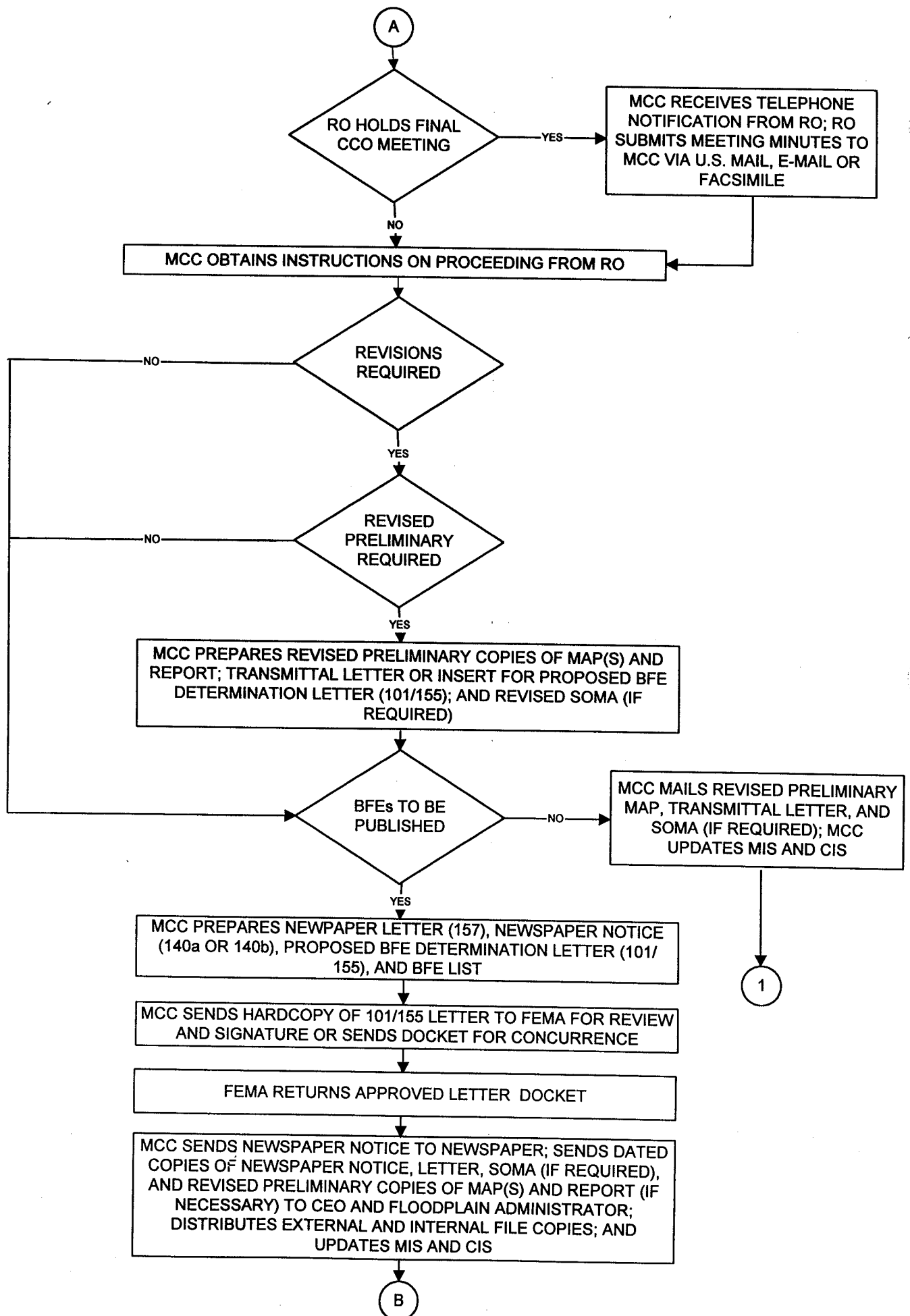


Figure 1-1. Procedures for Processing Studies and Restudies (Cont'd)

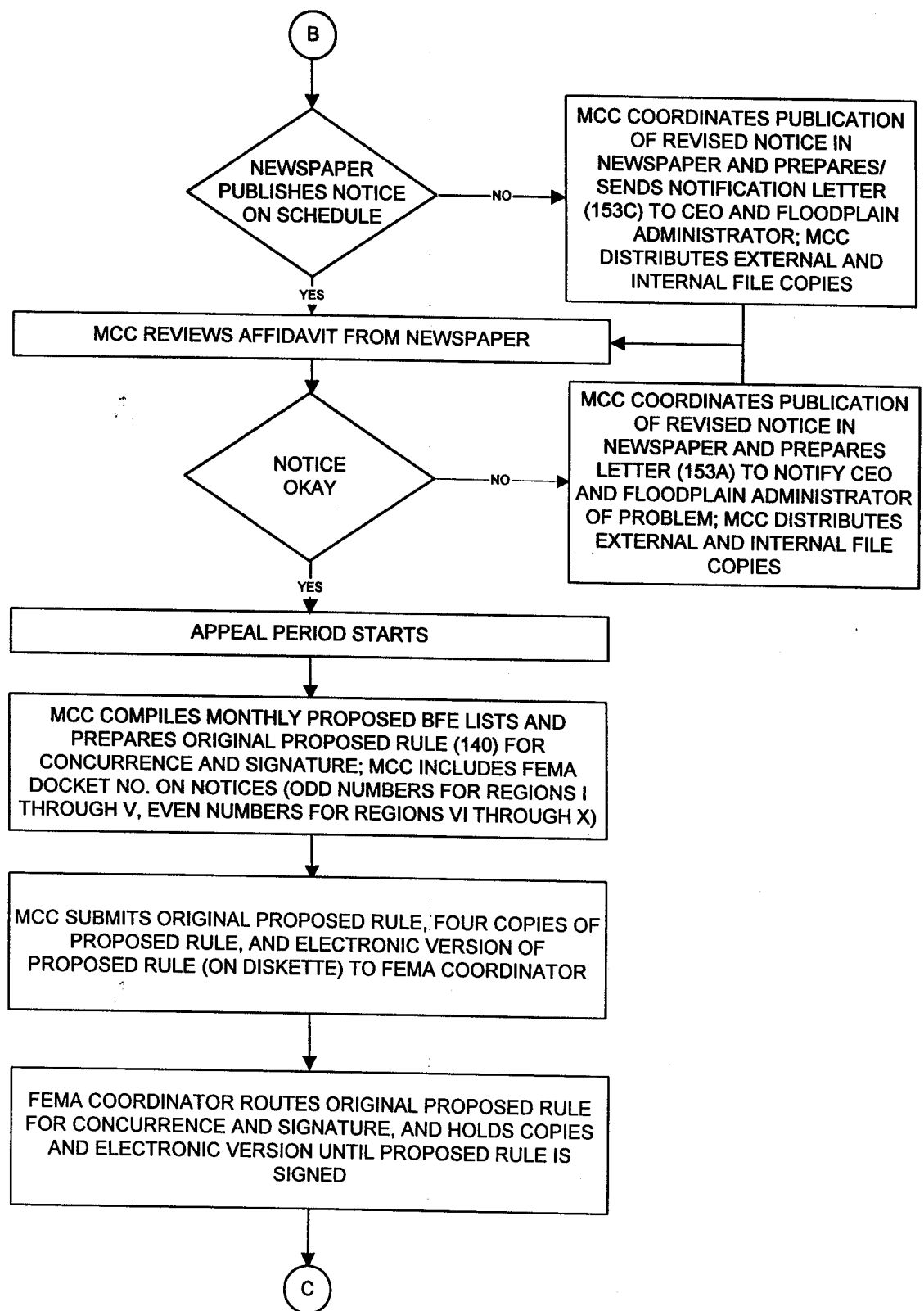


Figure 1-1. Procedures for Processing Studies and Restudies (Cont'd)

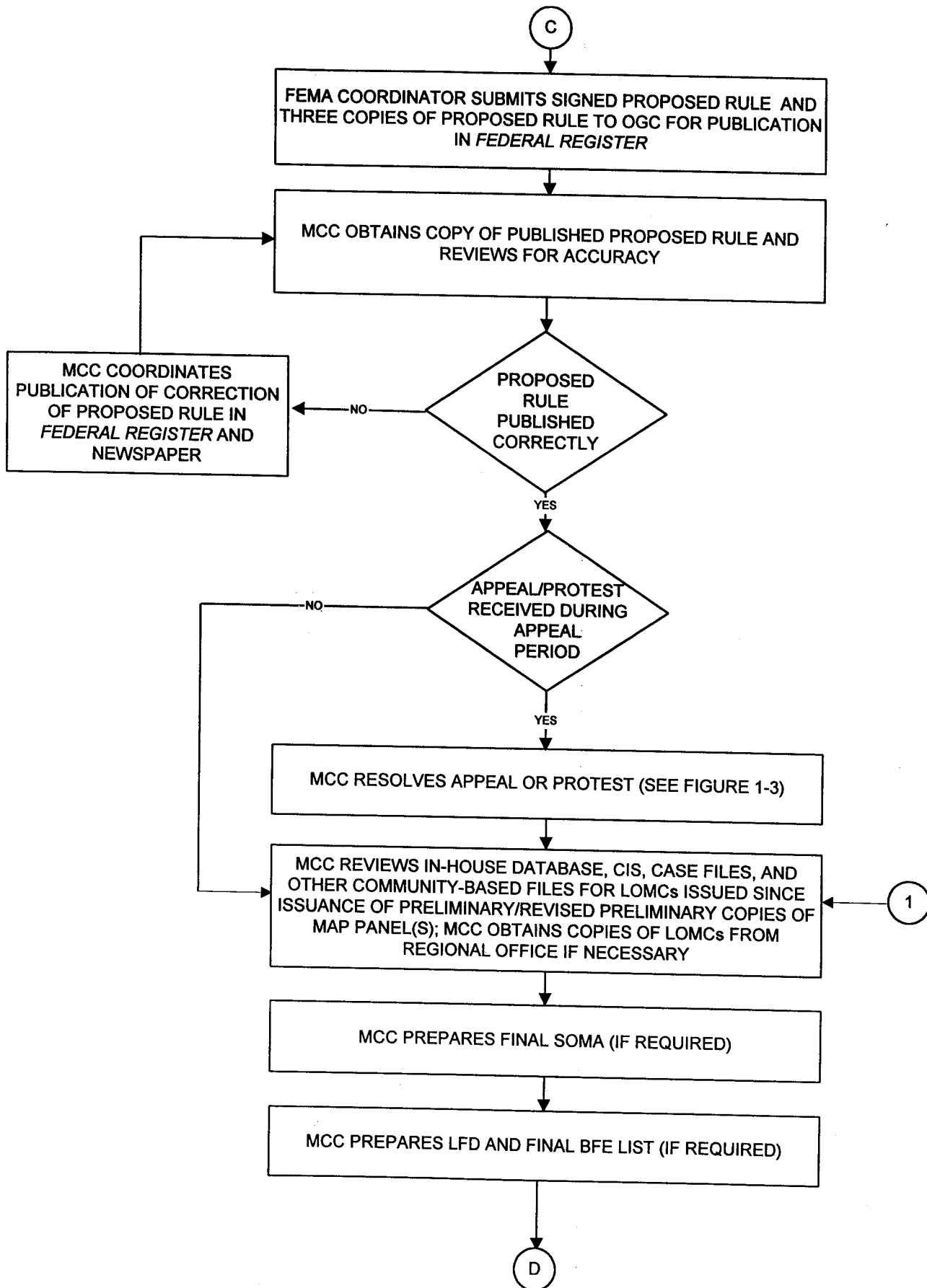


Figure 1-1. Procedures for Processing Studies and Restudies (Cont'd)

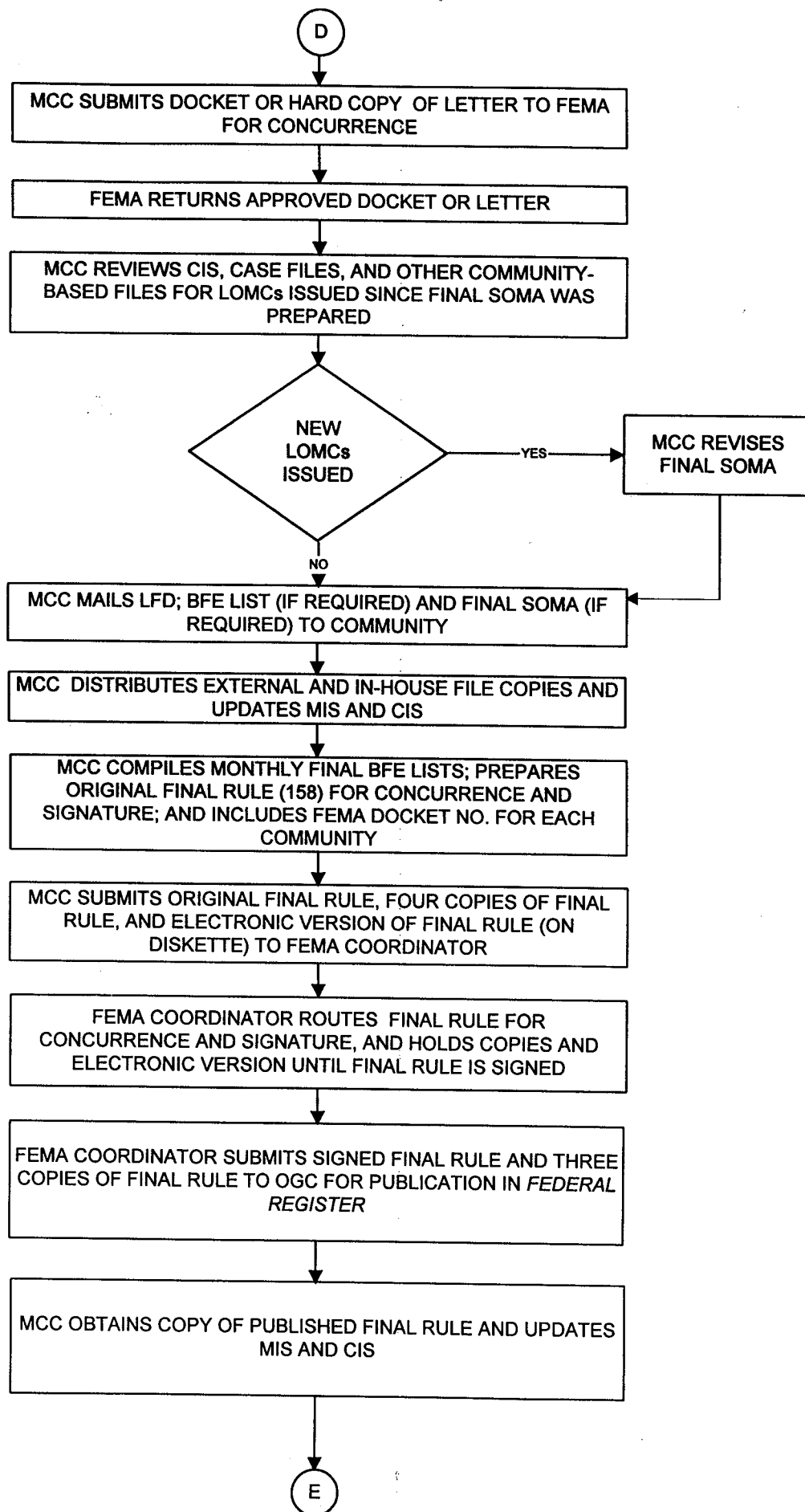


Figure 1-1. Procedures for Processing Studies and Restudies (Cont'd)

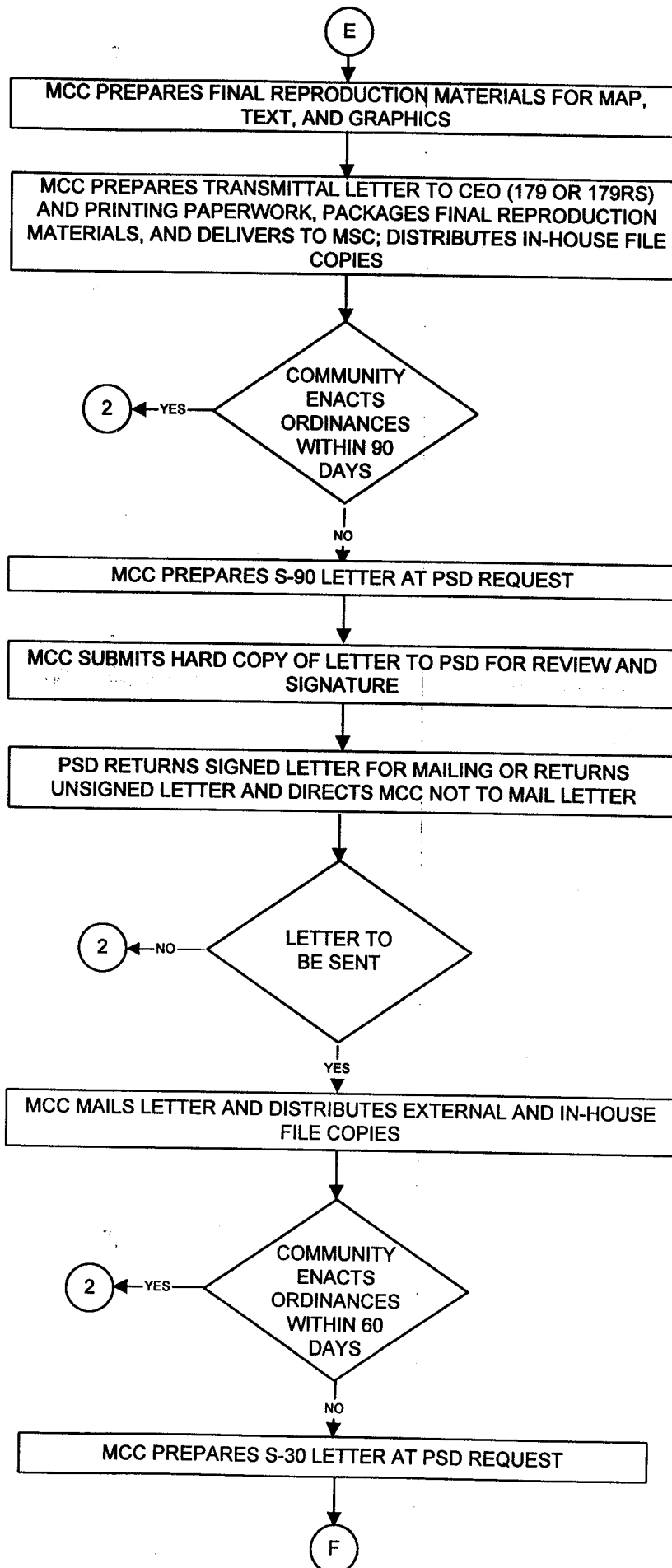


Figure 1-1. Procedures for Processing Studies and Restudies (Cont'd)



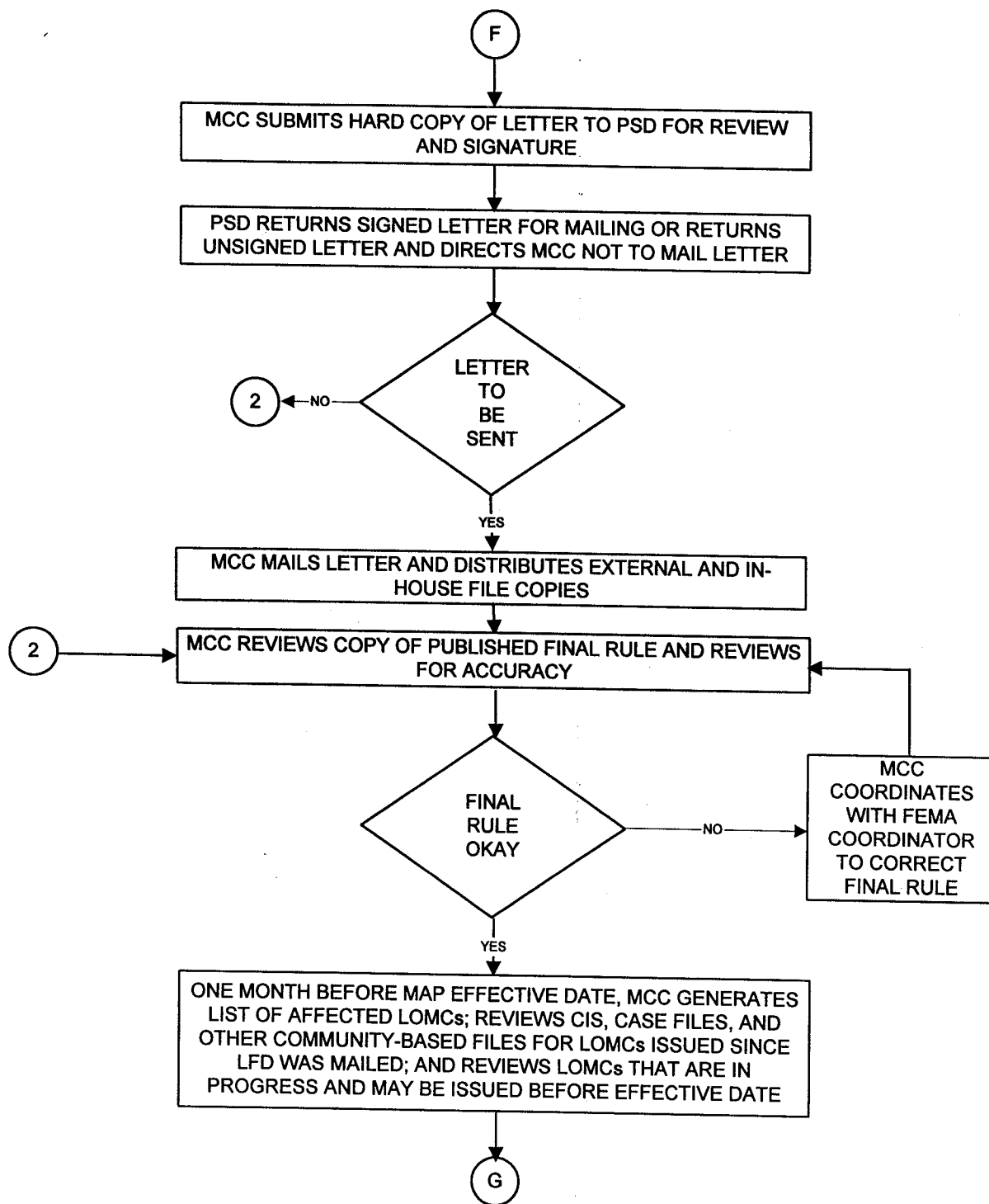


Figure 1-1. Procedures for Processing Studies and Restudies (Cont'd)

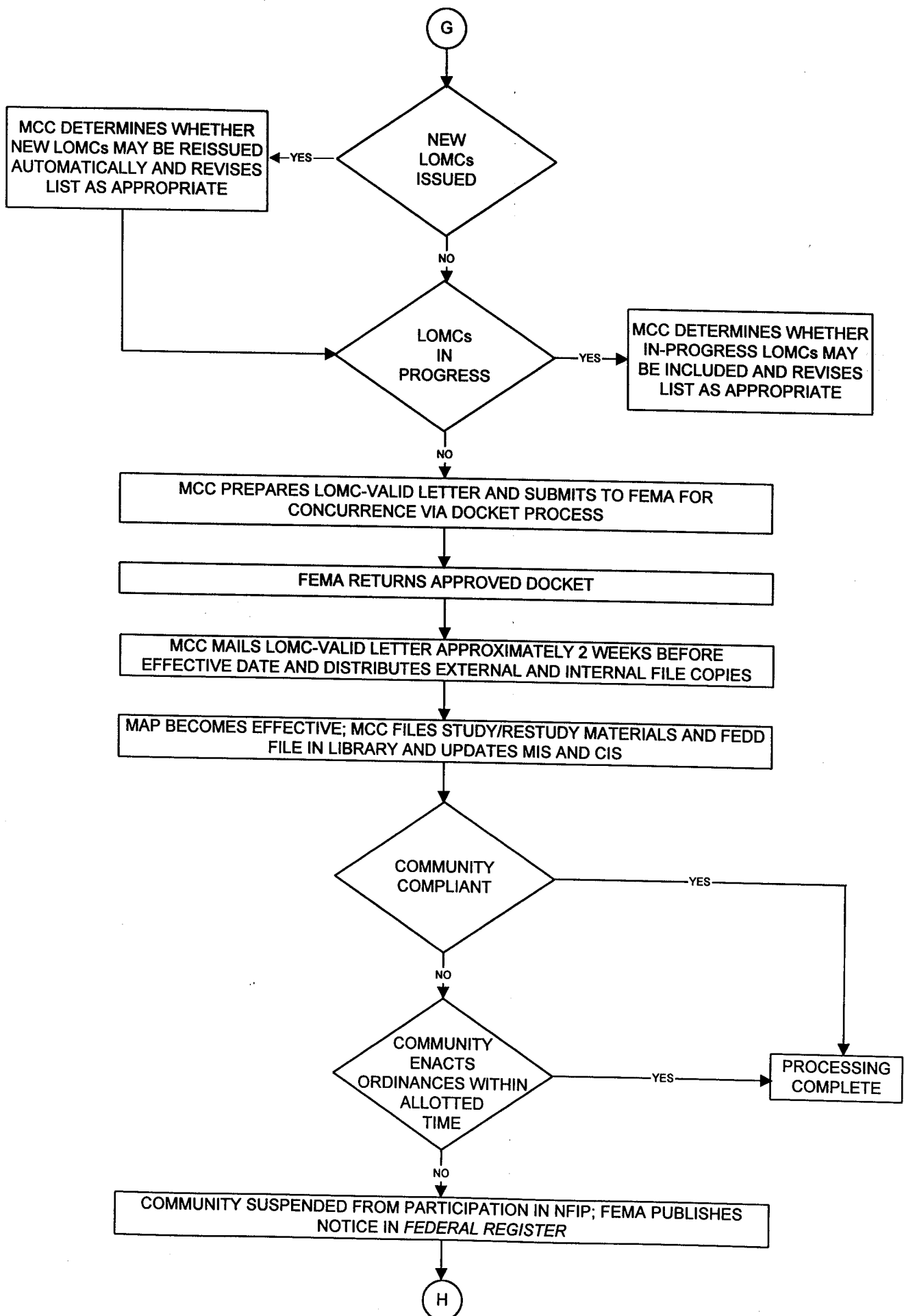


Figure 1-1. Procedures for Processing Studies and Restudies (Cont'd)

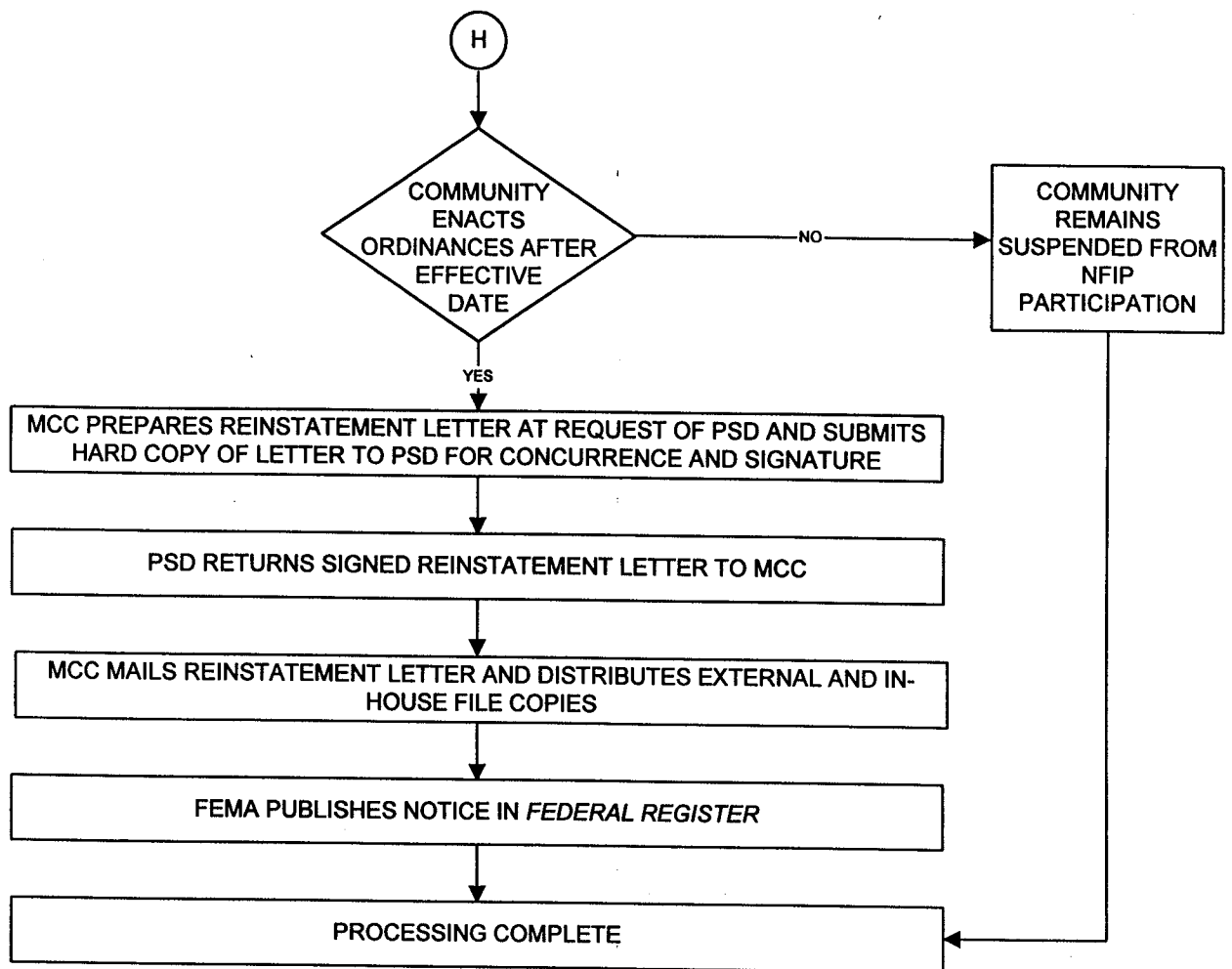


Figure 1-1. Procedures for Processing Studies and Restudies (Cont'd)

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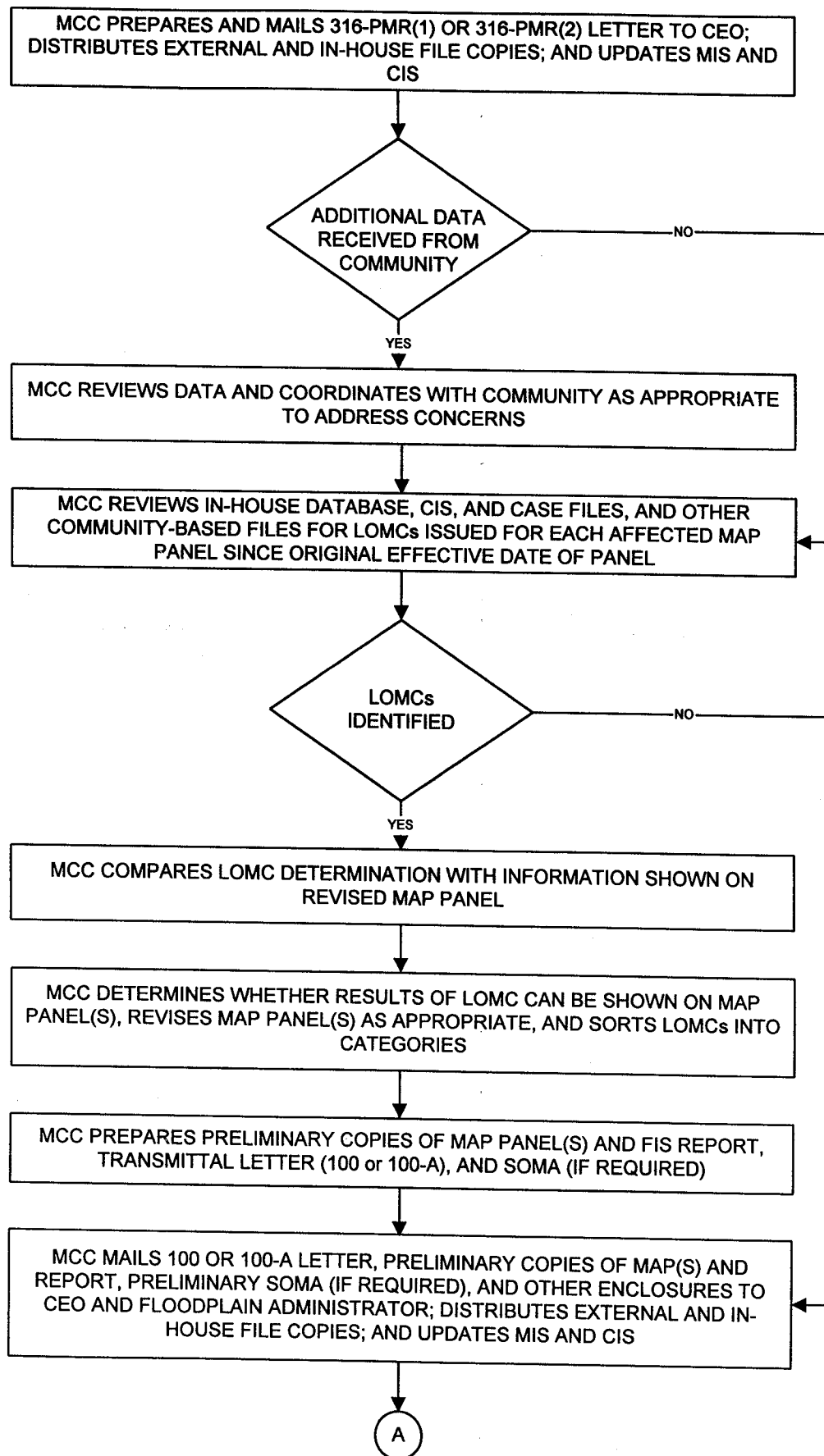


Figure 1-2. Final Processing Procedures for PMRs

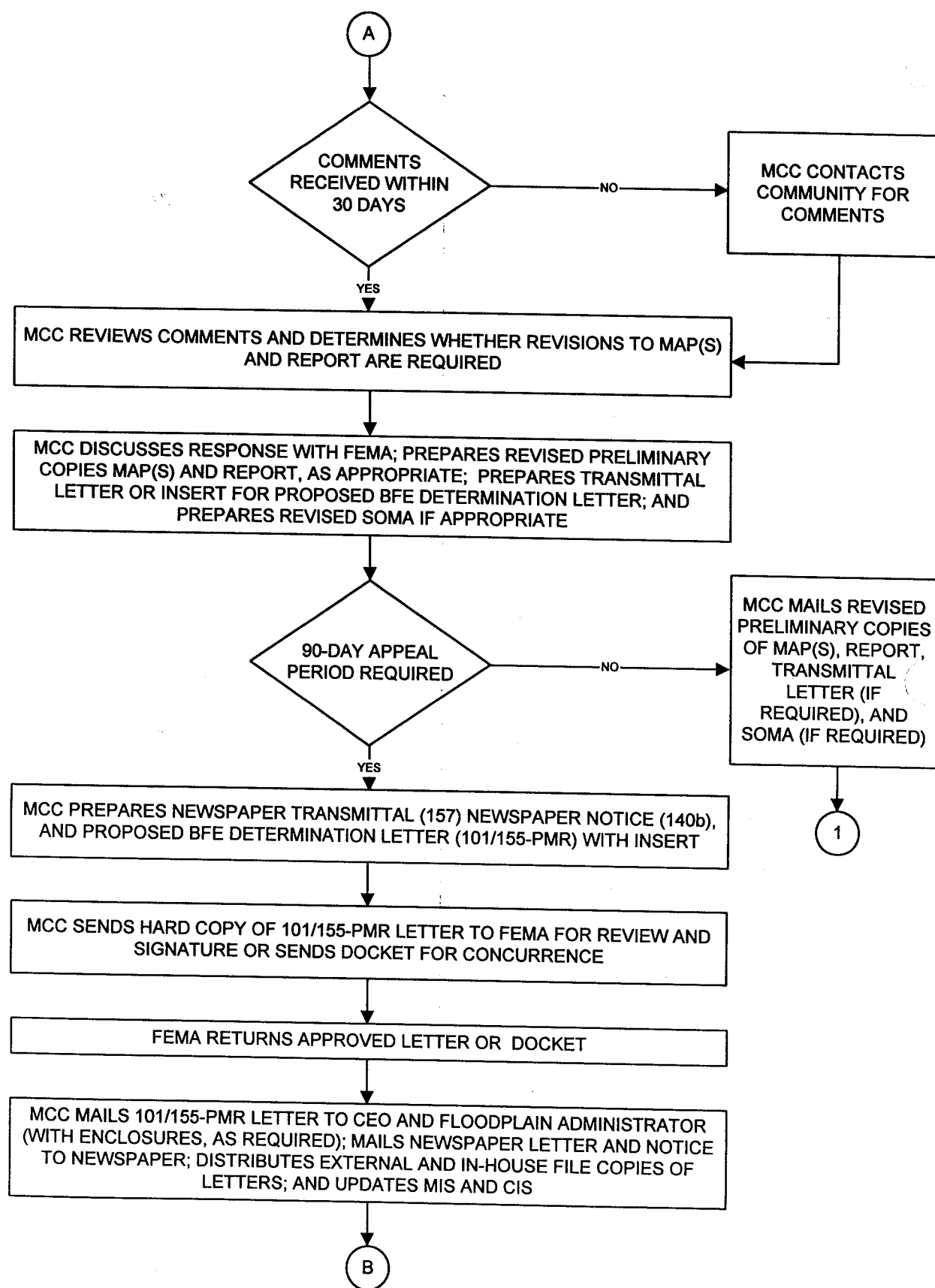


Figure 1-2. Final Processing Procedures for PMRs (Cont'd)

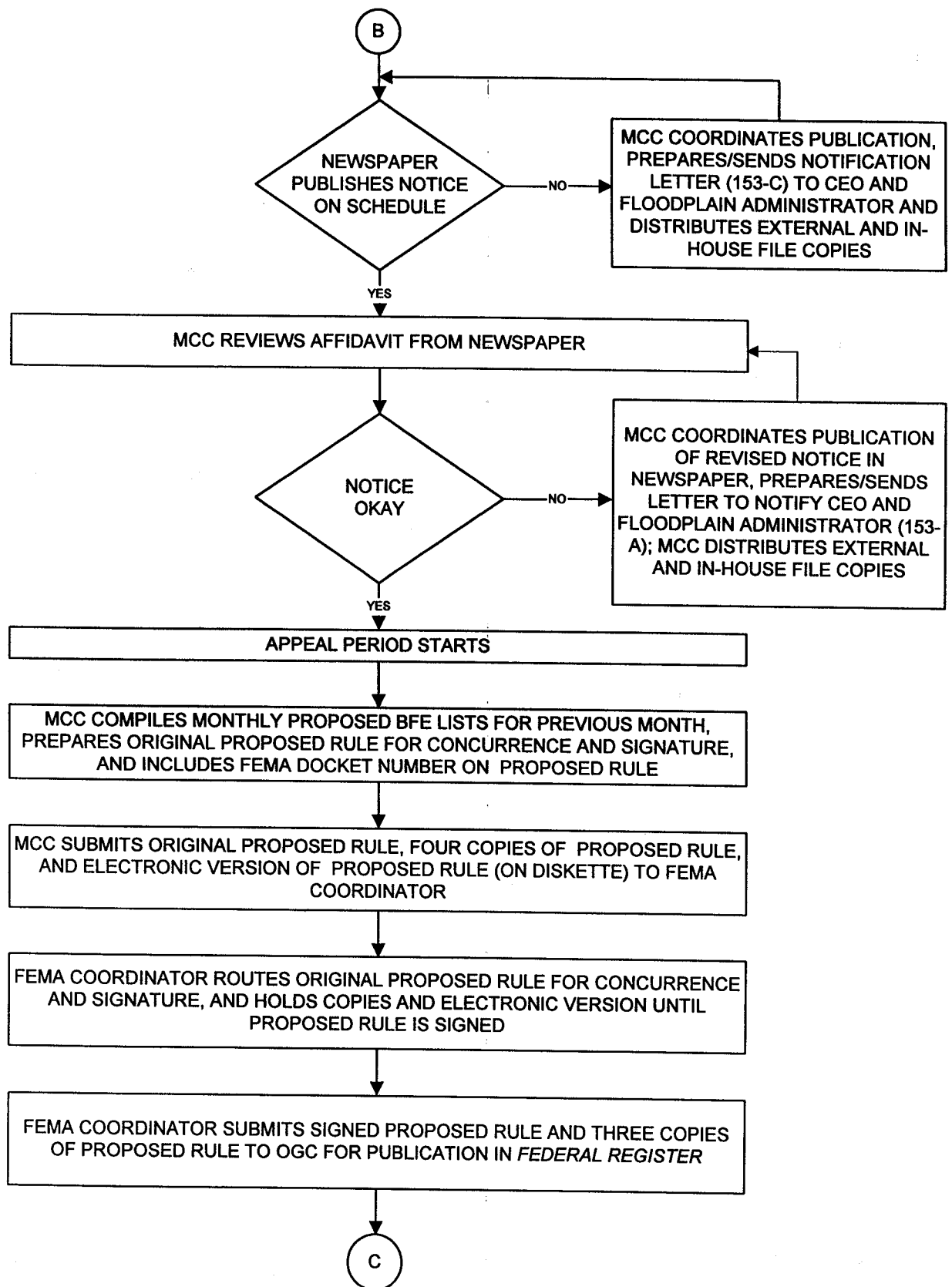


Figure 1-2. Final Processing Procedures for PMRs (Cont'd)

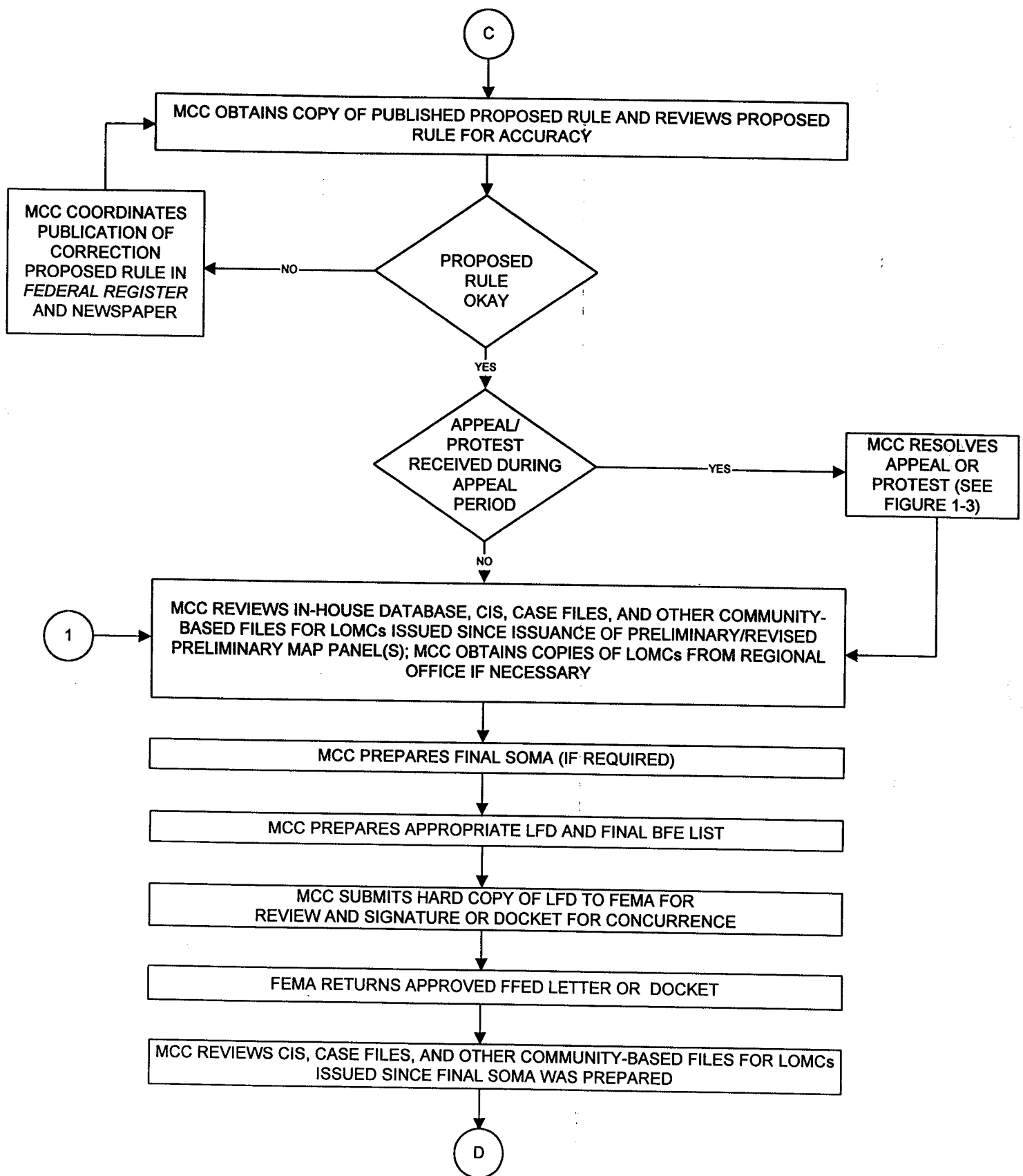


Figure 1-2. Final Processing Procedures for PMRs (Cont'd)



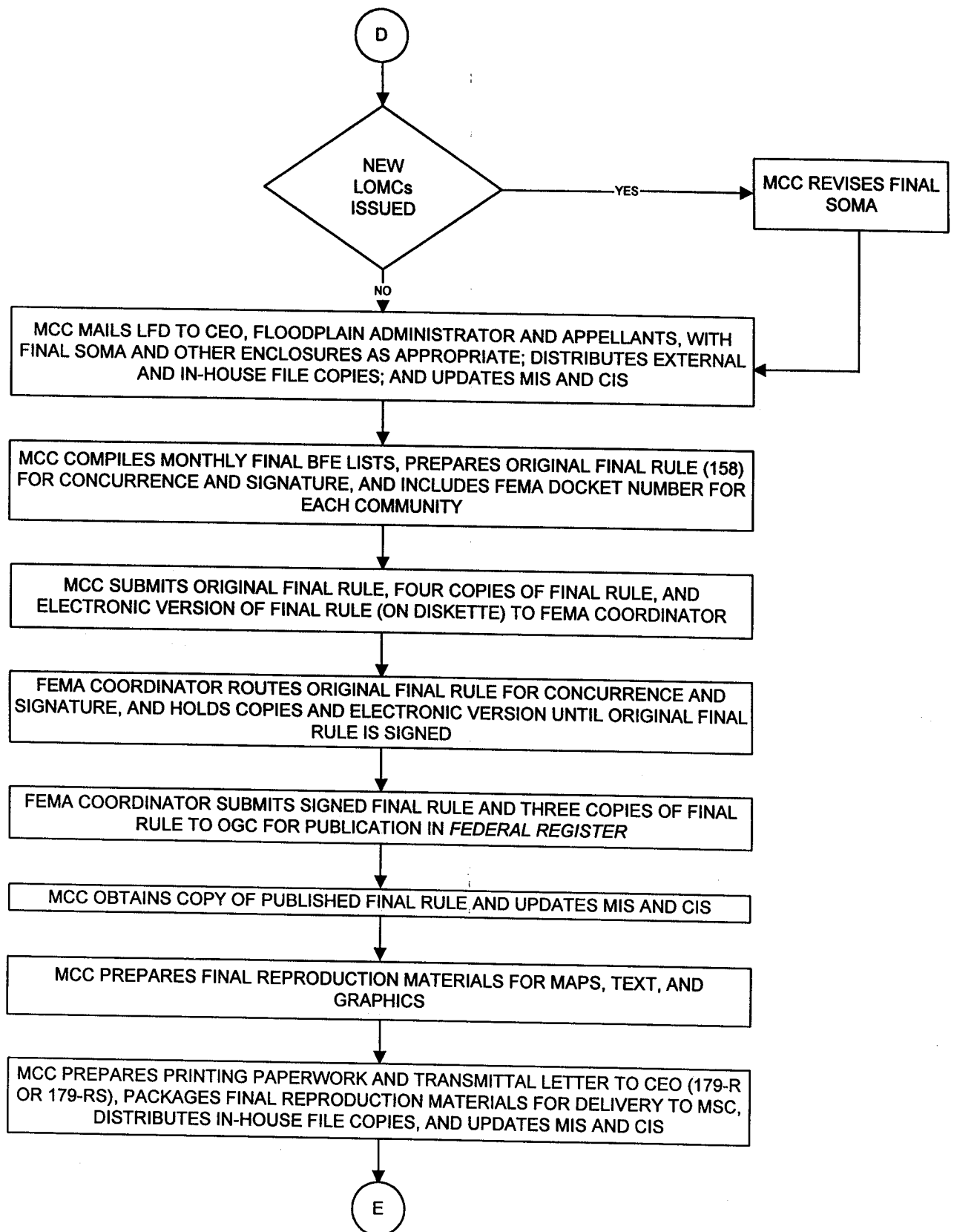


Figure 1-2. Final Processing Procedures for PMRs (Cont'd)

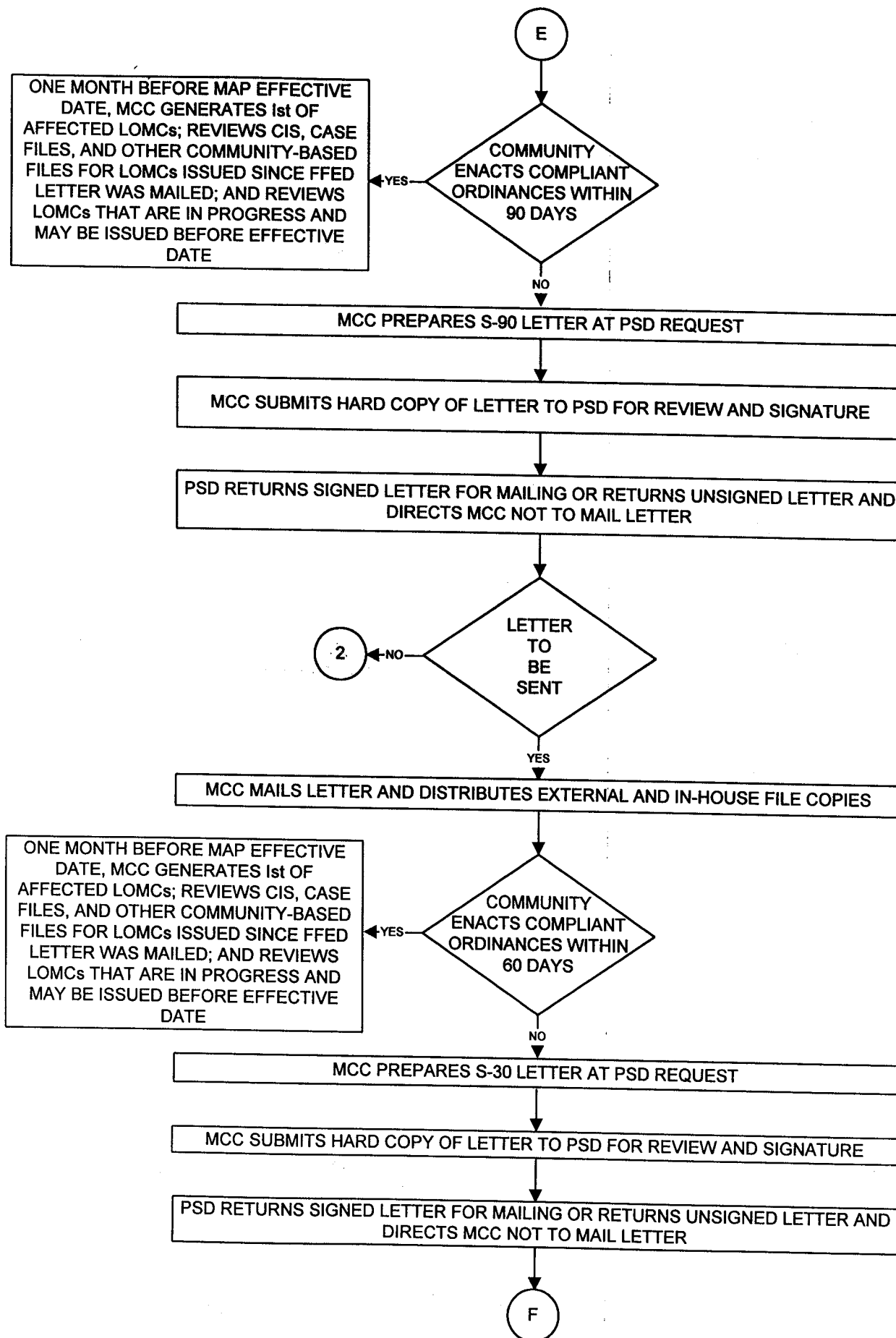


Figure 1-2. Final Processing Procedures for PMRs (Cont'd)

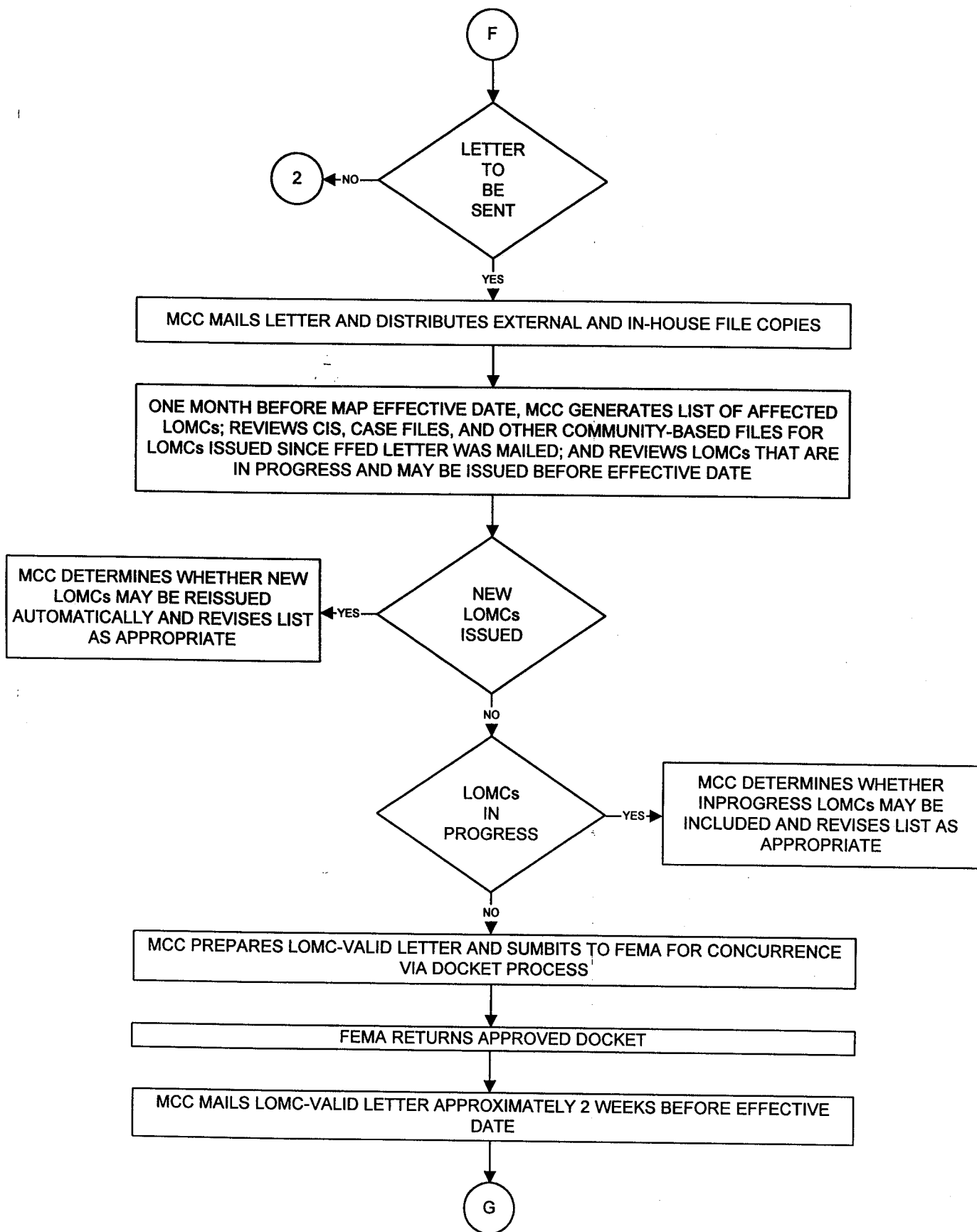


Figure 1-2. Final Processing Procedures for PMRs (Cont'd)

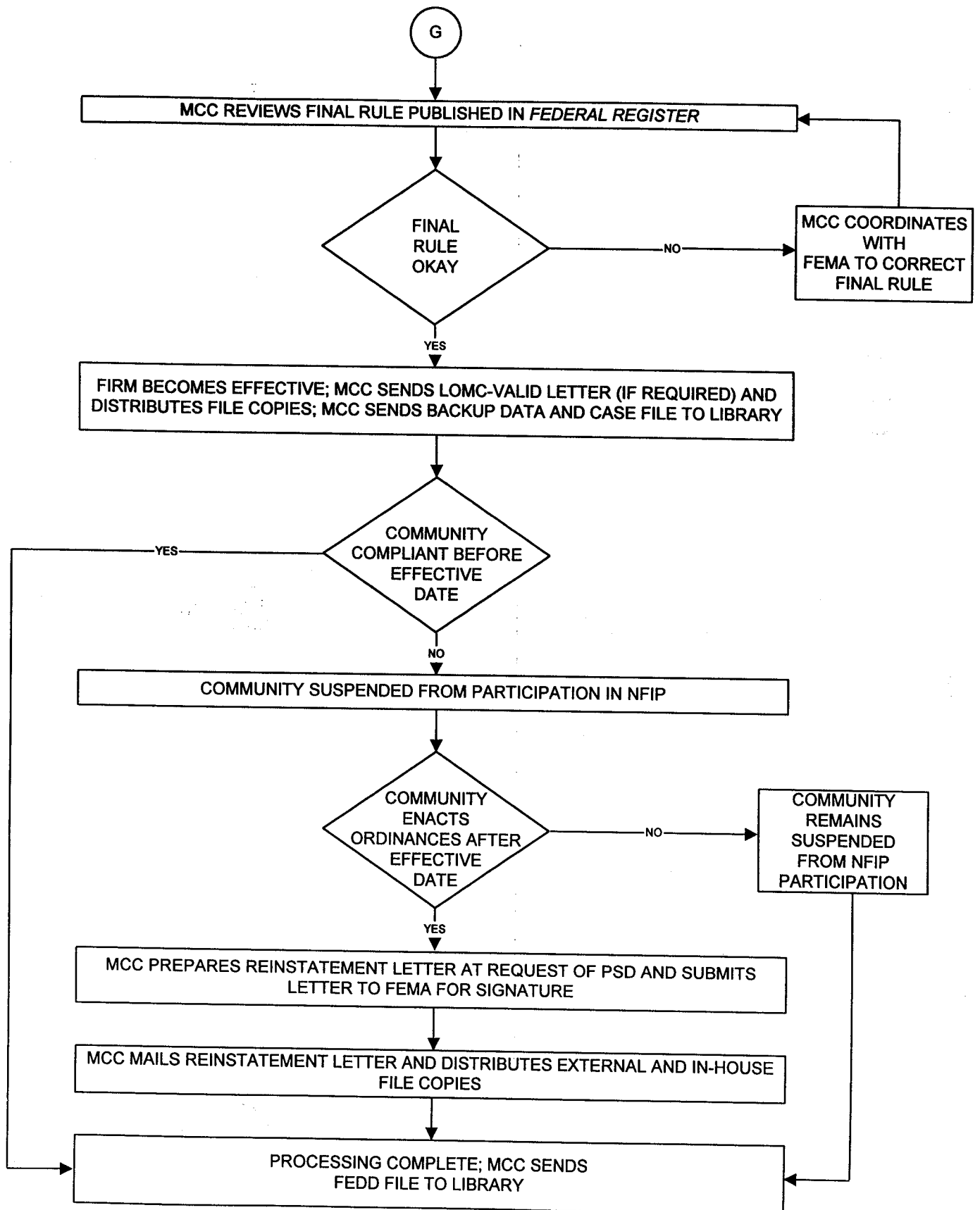


Figure 1-2. Final Processing Procedures for PMRs (Cont'd)

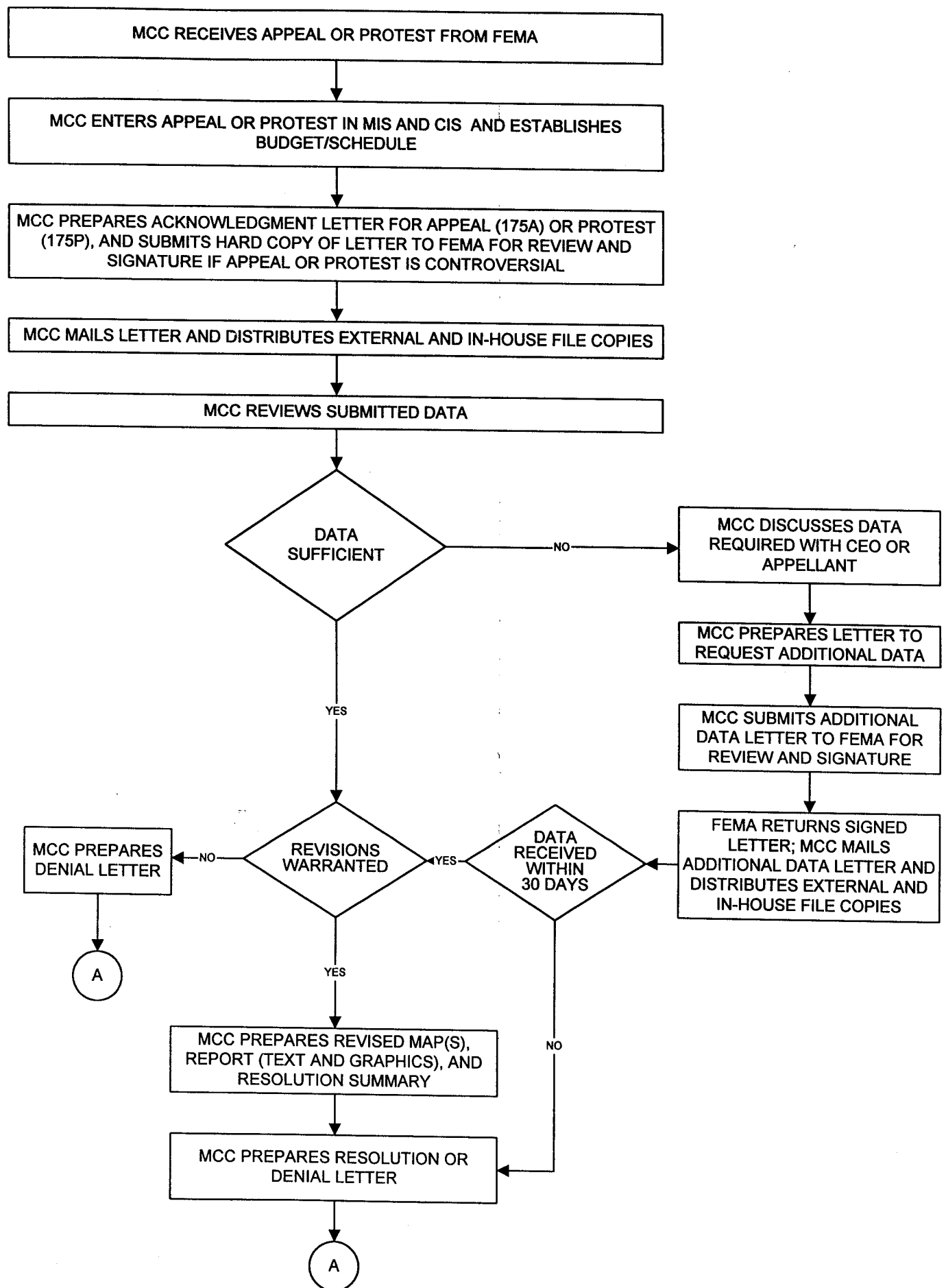


Figure 1-3. Procedures for Processing Part 67 Appeals and Protests

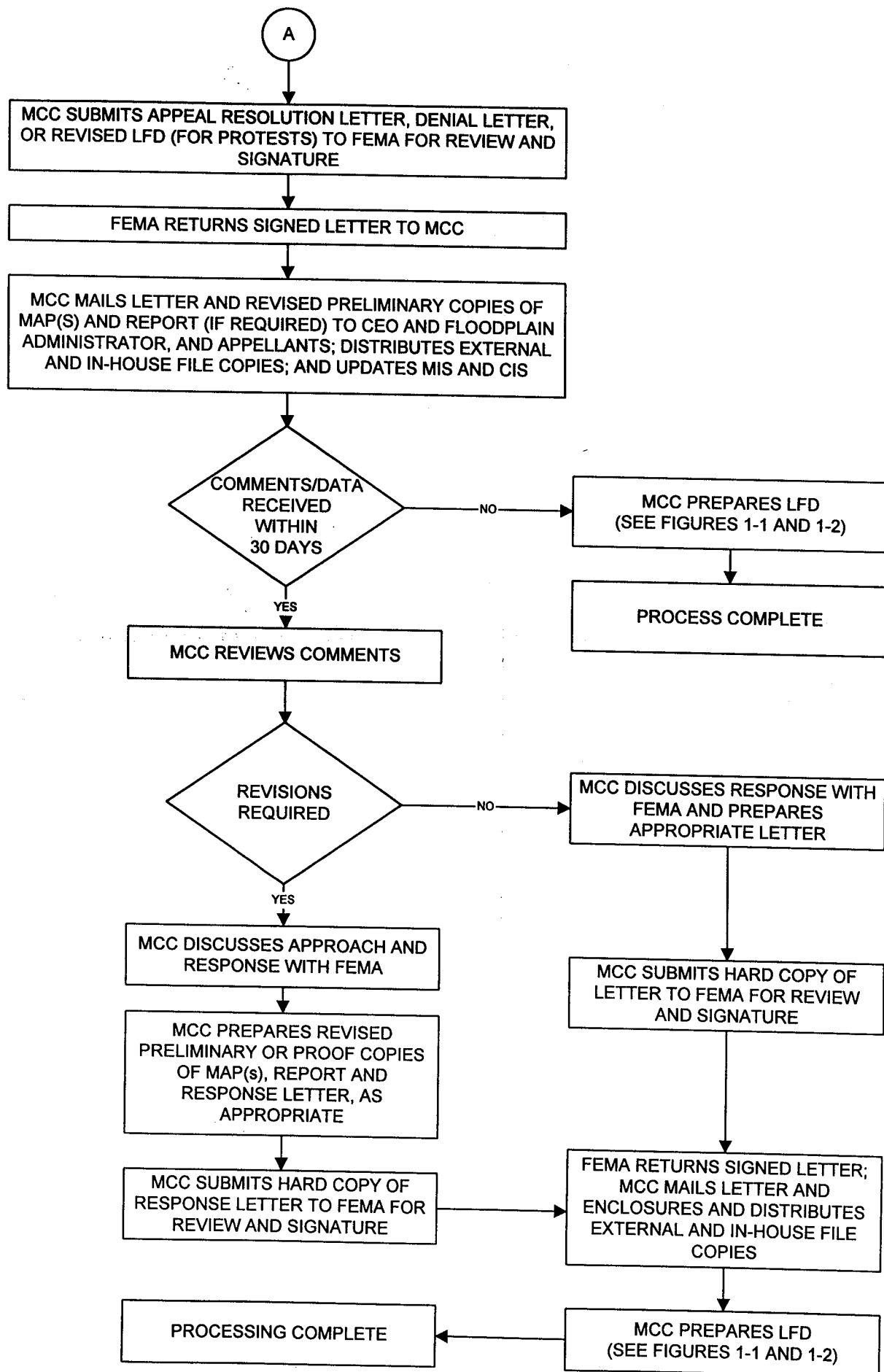


Figure 1-3. Procedures for Processing Part 67 Appeals and Protests (Cont'd)

## **SECTION 2**

### **PROCESSING PROCEDURES FOR CONDITIONAL AND FINAL MAP REVISIONS BASED ON CONDITIONS OTHER THAN FILL**

The procedures to be followed in processing requests for complicated map changes by letter—conditional and final map revisions based on conditions other than fill—are detailed in the subsections that follow. The procedures are also presented graphically in the process flowcharts in Figures 2-1 and 2-2, which appear at the end of this section. Descriptions and copies of the standard documents cited in Section 2 are provided in Appendix B.

#### **2.1 CONDITIONAL MAP REVISIONS BASED ON CONDITIONS OTHER THAN FILL**

When requested to do so, FEMA will review a proposed project, such as the construction of a building, stream-channel modifications, levee construction, or other flood-control project. The purpose of this review is to determine whether the project is compliant with applicable NFIP regulations and to determine the potential effects of the project on the flood hazard information presented on the effective NFIP maps. FEMA then issues a Conditional Letter of Map Revision (CLOMR) that describes those effects, if warranted, or issues a letter that explains why the CLOMR could not be issued.

CLOMRs provide assurance to requesters that their proposed projects are in compliance with NFIP regulations and that the proposed projects, once completed, will warrant a revision to the effective FHBM, FIRM, and/or FBFM. Such assurance can be very important to the requesters. For example, developers often need CLOMRs to obtain construction loans and building permits and to attract prospective buyers. CLOMRs are not issued to correct errors or deficiencies in effective NFIP maps. Rather, they are issued for the convenience of those who are affected locally by NFIP regulatory requirements and for projects involving encroachments within regulatory floodways that cause increases in BFEs.

#### **2.2 FINAL MAP REVISIONS BASED ON CONDITIONS OTHER THAN FILL**

Communities request revisions to effective NFIP maps and FIS reports to show the effects of a completed flood-control project, to reflect the effects of other floodplain modifications, to incorporate the results of revised hydrologic and/or hydraulic analyses, or to correct an inaccuracy in the flood hazard information presented on the effective map or in the effective FIS report. When such requests are submitted, FEMA reviews the supporting data provided by the requesters and determines whether the requested revision is warranted.

When FEMA determines a revision is warranted, FEMA usually issues a Letter of Map Revision (LOMR) or, as discussed in Section 1, physically revises and reissues the maps and reports using the PMR process. By issuing LOMRs, FEMA ensures that accurate flood hazard information is available for insurance rating and floodplain management purposes.

LOMR requests are processed under Part 65 of the NFIP regulations. The reimbursement procedures described in Part 72 of the NFIP regulations apply to all map revision requests except the following:

- Requests to correct mapping or study analysis errors;
- Requests based on natural changes in SFHAs;
- Requests based on federally sponsored flood-control projects where 50 percent or more of the project costs are federally funded;
- Requests based on detailed hydrologic and hydraulic studies conducted by Federal, State, or local agencies to replace approximate studies conducted by FEMA and shown on the effective FIRM; and
- Requests based on flood hazard information that was meant to improve on the information shown on the effective NFIP map or within the effective FIS report, provided the request does not incorporate, in whole or in part, manmade modifications within the SFHA.

## **2.3 INITIAL PROCESSING**

As shown graphically in Figure 2-1, the initial processing of requests for CLOMRs and LOMRs is handled as summarized below. If a submittal package is sent to FEMA, the PO, Project Engineer, or other FEMA staff member sends the package to the MCC for processing without reviewing the contents of the package.

1. The MCC reviews the package to determine the appropriate category (e.g., LOMR, CLOMR) for the request, whether FEMA is to be reimbursed for processing the request, and whether the requester has submitted the appropriate application/certification forms package. The MCC then determines if a check, money order, or credit card information sheet to cover the initial fee (for CLOMR and LOMR requests based on structural measures on alluvial fans) or the full review and processing fee is included.
2. If a request is not fee-exempt and no check, money order, or payment information sheet is included in the submittal, the MCC contacts the Fee-Charge System Administrator (FCSA) to determine whether the required payment was submitted directly to the FCSA.
3. If a check, money order, or credit card payment information sheet is included and is appropriate for the type of request submitted, the MCC sends the original check, money order, or information sheet and a copy of the incoming correspondence to the (FCSA) through the receipt coordinator. Before sending it to the FCSA, the MCC writes the case number on the check, money order, or information sheet. The MCC assigns the FEMA case number (e.g., 00-06-002R) based on the information below.
  - The first two digits ("00" in the example above) identify the fiscal year in which the request is received.
  - The next two digits ("06" in the example above) identify the FEMA Region in which the community is located.
  - The last three digits ("002" in the example above) identify the consecutive request number for that Region during the fiscal year.
  - The letter suffix ("R" in the example above) identifies the process under which the request is to be processed. The suffix letters used are "P" for LOMRs and "R" for CLOMRs.



In the example above, the case would be the second received and assigned in Region VI during FY 2000, and it would be processed as a CLOMR request.

4. If the MCC determines a payment has been submitted incorrectly for a request for a fee-exempt request and the payment has already been deposited into the NFIF, the MCC may prepare and send the presigned 316-REFUND letter (page B-89) or select the appropriate paragraph in the 316-ACK.FEX letter (page B-67). The MCC distributes copies of the letter to the FCSA and to the FEMA staff member who coordinates refunds. The FEMA coordinator then prepares a memorandum to the Office of the Comptroller (REFUND1.MEM, page B-99) to request a refund check, and sends copies of the memorandum to the MCC and FCSA.
5. If the MCC determines the request is not fee-exempt, but the payment submitted is more than was required, the MCC also may prepare a 316-REFUND letter or select the appropriate standard paragraph in the 316-ACK.FRQ letter (page B-71). The MCC distributes copies of the letter to the FCSA and to the FEMA coordinator. The FEMA coordinator then prepares a memorandum to request a refund check, and sends copies of the memorandum to the MCC and FCSA.
6. If the MCC determines a payment has been submitted incorrectly for a fee-exempt request and the payment has not already been deposited, the MCC selects the appropriate paragraph in the presigned 316-ACK.FEX letter (page B-67) or prepares the presigned 316-RETURN letter (page B-91) and mails it to the requester. The MCC sends copies of the letter and check to the FCSA and FEMA coordinator.
7. The MCC creates a case file and logs the request into the LOMC module of the CIS database, and includes all information about the request in regular updates to both the case file and the CIS.
8. The FCSA deposits the fee into the NFIF and logs the information into the fee collection portion of the LOMC module of the CIS database.
9. The MCC reviews the submittal for completeness, in accordance with the requirements of Part 65 of the NFIP regulations.
10. At the direction of the PO or Project Engineer, the MCC may acknowledge a request by telephone. If a written acknowledgment is required, the MCC follows the procedures below.
  - For fee-exempt requests, the MCC prepares and sends a presigned 316-ACK.FEX letter (page B-67) within 5 working days. If the requester has submitted the required application/certification forms package and sufficient supporting information, the letter only acknowledges receipt of the forms and information. If the requester has not submitted all required forms and information, the letter requests the required forms and/or information.
  - For requests that are not fee exempt, the MCC prepares a presigned 316-ACK.FRQ letter (page B-71) or presigned 316-FEE letter (page B-79) within 5 working days. If the requester has submitted the required application/certification forms package, sufficient information, and proper payment, this letter simply acknowledges receipt of the forms, information, and payment. If the requester has not submitted all required information, the letter requests the required forms, information, and fee. If the requester has submitted all required forms and information, but has not provided the required fee, the 316-FEE letter is sent to request the complete review and processing fee or a supplemental fee payment.

- If the payment submitted by the requester exceeds the amount required by FEMA and the request involves structural measures on alluvial fans, the MCC notifies FEMA. At the request of the PO or Project Engineer, the MCC may prepare a 316-REFUND letter to return the excess amount or delay refunding the money until processing of the case is complete and apply the additional amount toward the total review and processing fee.

11. The MCC distributes file copies of the letters in accordance with Subsection 2.9.

## 2.4 TECHNICAL REVIEW

Upon receipt of the required technical information, application/certification forms, and fees, the MCC performs the technical review of the request. Before starting, the MCC identifies previous map actions for the affected map panel(s) to ensure that effective data are used. The MCC also notes other requests that may affect the submittal (e.g., a previous CLOMR that affects the same area). The remaining technical review that the MCC must perform is detailed in *Guidelines and Specifications for Flood Map Production Coordination Contractors*, dated February 17, 1999.

During the course of the technical review, the MCC may determine that additional information is required to complete the review. The MCC may contact the requester by telephone to discuss the additional information or fee required. Regardless of whether the requester is contacted by telephone, the MCC prepares and sends a 316-AD letter (page B-75) with an enclosure describing the information required, if appropriate. The distribution requirements for these letters and all other letters prepared during the technical review are detailed in Subsection 2.9.

If the required information is received within 90 days of the date of the letter and is accepted, the MCC initiates final processing of the request. If the required information is not received within the 90-day period, the MCC suspends processing of the request. Any submittal received after the suspension date is treated as an original request and is subject to all submittal requirements, including repayment of required review and processing fees.

## 2.5 FINAL PROCESSING

The procedures below are followed during the final processing of conditional and final map revision requests.

1. The MCC prepares appropriate correspondence and enclosures for each conditional and final map revision request, including denial letters and invoice letters when they are appropriate. The MCC then submits the letters to FEMA for review and signature, as appropriate. Additional details on the materials to be prepared for each type of case are provided later in this section.
2. FEMA returns the signed letter(s) to the MCC.
3. If the conditional or final map revision request is fee-exempt, if the total review and processing fee for a non-exempt request has been received, or if no additional billable costs were incurred for a conditional or final map revision request based on a structural measure on an alluvial fan, the MCC mails the CLOMR, LOMR, or denial letter; distributes external and in-house file copies in accordance with Subsection 2.9; and updates MIS and CIS database records.
4. If additional billable costs of \$50.00 or more are due for a conditional or final map revision request based on a structural measure on an alluvial fan, the MCC sends a 316-INVOICE letter (page B-87) to the requester. The MCC holds the signed, undated CLOMR, LOMR, or denial letter until all required review and processing fees have been paid.

5. Upon receipt, the FCSA deposits the check in the NFIF and updates the LOMC module of the CIS as appropriate. The FCSA then notifies the MCC that final payment has been received.
6. The MCC date-stamps and mails the CLOMR, LOMR, or denial letter; distributes external and in-house file copies of the letter in accordance with the requirements of Subsection 2.9; and updates MIS and CIS records.

## **2.6 ADDITIONAL PROCESSING INFORMATION FOR CONDITIONAL LETTERS OF MAP REVISION**

The FEMA response to a conditional map revision request is issued in the form of a CLOMR. As shown in the sample form letter (104, page B-45), the CLOMR is addressed to the CEO of the community whose NFIP map will be affected by the proposed project. If multiple communities are affected, a separate letter is prepared and addressed to the CEO of each community. A copy of each 104 letter also is sent to the requester (if the requester is not the CEO) and to the floodplain administrator for the affected community (if the administrator is not the requester or the CEO). As shown in the sample, the 104 letter provides the following information to the community and the requester:

- The FEMA determination of whether the proposed project that is the subject of the CLOMR, when completed, will be compliant with applicable NFIP regulations;
- A description of the effects the project, when completed, will have on the effective NFIP map panel(s) affected by the project; and
- A description of the process for revising the effective NFIP map panel(s) and FIS report materials (e.g., Flood Profiles, tables) and the information that will be required by FEMA before any revision can be made.

When appropriate, applicable portions of the NFIP regulations and other guidance documents are referenced in the letter and included in the package(s) sent to the CEO(s), floodplain administrator(s), and requester.

## **2.7 ADDITIONAL PROCESSING INFORMATION FOR LETTERS OF MAP REVISION**

The procedures below, which are illustrated graphically in Figure 2-2, are followed for the processing of LOMRs. At the end of this process, the MCC incorporates the results of the LOMR into the affected map panel(s), when appropriate, during the processing of the next study, restudy, or PMR.

### **2.7.1 Letter Preparation and Distribution**

The steps below are followed in preparing and distributing LOMRs and the enclosures that accompany them.

1. The MCC determines the type of revision that is to be effected. The following categories of revision are possible:
  - SFHAs decrease, BFEs not affected;
  - SFHAs and BFEs decrease;

- SFHAs increase, BFEs not affected; and
  - BFEs increase, SFHAs increase or decrease.
2. If the SFHAs decrease, the MCC prepares a 102-D letter (page B-3) if the BFEs are not affected, or a 102-D-A letter (page B-9) if the BFEs are affected.
  3. If the SFHAs or BFEs increase, the MCC contacts the RO staff to determine whether the community's ordinances will be affected by the LOMR being issued.
  4. If the community's ordinances are compliant and will remain compliant after the LOMR is issued, the MCC prepares either a 102-I-A-C letter (page B-31), if the BFEs increase and the SFHAs increase or decrease, or a 102-I-C letter (page B-39), if the SFHA increases and the BFEs are not affected.
  5. If the community's ordinances are not compliant or will not remain compliant after the LOMR is issued, the MCC prepares either a 102-I letter (page B-17), if the SFHA increases and the BFEs are not affected, or a 102-I-A letter (page B-23), if the BFEs increase and the SFHAs increase or decrease.
  6. The MCC prepares enclosures to be distributed with the LOMR. The enclosures may consist of hand-annotated copies of affected portions of FIRM panels, FBFM panels, and/or FIS report materials. The enclosures also may consist of digitally produced map panels, FIS tables, and/or flood profiles.
  7. If BFEs are affected by the LOMR, the MCC prepares a newspaper notice (105b, page B-51), the Interim Rule for publication in the *Federal Register* (105c, page B-77), and a newspaper transmittal letter (157-L, page B-61).
  8. If a previously nonexistent flood hazard zone designation is being added to a FIRM panel or if a zone designation is being deleted entirely from a FIRM panel, the MCC notifies the staff at Computer Sciences Corporation (CSC) by preparing and sending a zone change memorandum (CSC LOMR FORM, page B-97).
  9. In preparing the LOMR, the MCC includes the date the LOMR becomes effective. As shown in Table 2-1, the effective date will vary depending on the special circumstances involved in a case. **The MCC must coordinate closely with FEMA HQ and RO staff in setting effective dates for LOMRs.**
  10. The MCC submits the LOMR and enclosures to the FEMA Project Engineer for review and signature.
  11. The FEMA Project Engineer coordinates the review and signature process with the PO and other FEMA staff and returns the signed LOMR and enclosures to the MCC.
  12. If all required review and processing fees have been received, the MCC mails the newspaper letter and notice, if required, allowing ample time for receipt before the first publication date. Otherwise, the MCC delays distribution of the newspaper letter and notice until the fees are received.
  13. The MCC mails the signed LOMR to the CEO of the community (at least 1 week before the first publication date if BFEs are affected) and distributes the external and in-house file copies in accordance with the requirements detailed in Subsection 2.9.

**Table 2-1. Guidelines for Establishing Effective Dates for Letters of Map Revision**

<b>Revision Type</b>	<b>Letter Type</b>	<b>Special Circumstances</b>	<b>Effective Date</b>
<b>SFHAs Decrease</b>	<b>102-D</b>	<b>None</b>	<b>Effective on Date LOMR Sent</b>
<b>SFHAs and BFEs Decrease</b>	<b>102-D-A</b>	<b>None</b>	<b>Effective on Date LOMR Sent</b>
<b>SFHAs Increase</b>	<b>102-I</b>	<b>Property owner notification and acceptance</b>	<b>Effective on Date LOMR Sent</b>
<b>SFHAs Increase</b>	<b>102-I</b>	<b>Property owner notification but no acceptance; community does not have compliant ordinances</b>	<b>Effective After 6-Month Compliance Period Elapses</b>
<b>SFHAs Increase</b>	<b>102-I-C</b>	<b>Property owner notification but no acceptance; community has compliant ordinances</b>	<b>Effective 30 Days After Date LOMR Sent</b>
<b>SFHAs Increase and BFEs Increase; SFHAs Increase and BFEs Decrease, OR SFHAs Decrease and BFEs Increase</b>	<b>102-I-A-C</b>	<b>Property owner notification and acceptance; community has compliant ordinances</b>	<b>Effective on Date LOMR Sent</b>
<b>SFHAs Increase and BFEs Increase; SFHAs Increase and BFEs Decrease, OR SFHAs Decrease and BFEs Increase</b>	<b>102-I-A-C</b>	<b>Property owner notification but no acceptance; community has compliant ordinances</b>	<b>Effective 1 Day After 90-Day Appeal Period Elapses</b>
<b>SFHAs Increase and BFEs Increase; SFHAs Increase and BFEs Decrease, OR SFHAs Decrease and BFEs Increase</b>	<b>102-I-A</b>	<b>Property owner notification and acceptance; community does not have compliant ordinances</b>	<b>Effective After 6-Month Compliance Period Elapses</b>

## 2.7.2 Appeal Period Requirements

If a 90-day appeal period is required as a result of a LOMR, the additional procedures below are followed.

1. At the beginning of each month, the MCC compiles the required information for all communities for which 90-day appeal periods were initiated during the previous month and prepares the Interim Rule (105c, page B-53) for publication in the *Federal Register*. The MCC includes the proposed FEMA docket number in the Interim Rule (odd numbers for Regions I through V, and even numbers for Regions VI through X).
2. The MCC submits an original Interim Rule, four copies of the Interim Rule, and an electronic version of the Interim Rule (on a 3.5-inch, double-sided, double-density floppy diskette) to the designated FEMA coordinator responsible for *Federal Register* publications.
3. The FEMA coordinator routes the original Interim Rule for concurrence and signature and holds the hard copies and electronic version until the original is signed.
4. When the signed copy of the Interim Rule is received, the FEMA coordinator forwards the diskette and three hard copies to OGC for publication in the *Federal Register* and sends one hard copy to the MCC for filing.
5. The MCC obtains a copy of the Interim Rule as published in the Federal Register, provides a copy of the Interim Rule to the FEMA coordinator for *Federal Register* cost tracking, and ensures the Interim Rule is published correctly in the *Federal Register*. If the notice is published incorrectly, the MCC notifies the designated FEMA coordinator and coordinates revisions to the *Federal Register* notice with the FEMA coordinator.
6. The MCC reviews the newspaper notice to ensure proper publication. If the notice is published incorrectly, the MCC prepares a 153-L letter (page B-59) to notify the community about the correction and coordinates with the newspaper to republish the notice.
7. The MCC resolves any appeals or protests received in accordance with Part 67 of the NFIP regulations following the procedures for appeals of studies, restudies, and PMRs presented in Subsection 1.9.
8. After the 90-day appeal period ends and any appeals or protests are resolved, the MCC prepares a 116 letter (page B-57).
9. Unless requested to do otherwise by the PO or Project Engineer, the MCC includes the affected community on a docket listing all communities that are scheduled to receive 116 letters. In such cases, the Project Engineer notifies the MCC that the letter may be mailed by concurring on the docket.
10. The MCC mails the 116 letter to the CEO and distributes the external and in-house file copies in accordance with the requirements detailed in Subsection 2.9.
11. At the beginning of each month, the MCC compiles the required information for all communities for which 90-day appeal periods elapsed during the previous month and prepares the Final Rule (159, page B-63) for publication in the *Federal Register*.
12. The MCC submits an original Final Rule, four copies of the Final Rule, and an electronic version of the Final Rule (on a 3.5-inch, double-sided, double-density floppy diskette) to the FEMA coordinator.

13. The FEMA coordinator routes the original Final Rule for concurrence and signature and holds the hard copies and electronic version until the original is signed.
14. When the signed copy of the Final Rule is received, the FEMA coordinator forwards the diskette and three hard copies to OGC for publication in the *Federal Register* and sends one hard copy to the MCC for filing.
15. The MCC obtains a copy of the Final Rule as published in the Federal Register, provides a copy to the FEMA coordinator for *Federal Register* cost tracking, and ensures the Final Rule is published correctly in the *Federal Register*.
16. If the Final Rule is published incorrectly in the *Federal Register*, the MCC notifies the FEMA coordinator and coordinates revisions to the Final Rule with the FEMA coordinator.

### **2.7.3 Community Compliance Followup**

If the community's ordinances are not compliant before the LOMR (102-I or 102-I-A) is issued, the procedures below are followed.

1. The MCC contacts RO staff approximately 60 days after the LOMR issuance date to determine whether the community's ordinances have been revised.
2. If the community's ordinances are still not compliant, the MCC prepares a 90-day suspension letter (S-90-L, page B-105) and submits the letter to PSD for review and signature.
3. If PSD returns a signed letter, the MCC mails the signed letter to the CEO and distributes the external and in-house file copies in accordance with the requirements detailed in Subsection 2.9.
4. If PSD has information indicating the community's ordinances are compliant, PSD directs the MCC not to send the S-90-L letter and no further action by the MCC is required.
5. If the MCC is not contacted by the RO staff in the interim, the MCC contacts RO staff approximately 45 days after the S-90-L letter is issued to determine whether the community's ordinances are compliant.
6. If the RO informs the MCC that the community's ordinances are still not compliant, the MCC prepares a 30-day suspension letter (S-30-L, page B-103) and submits the letter to PSD for review and signature.
7. If PSD returns a signed letter, the MCC mails the signed letter to the CEO and distributes the external and in-house file copies in accordance with the requirements detailed in Subsection 2.9.
8. If PSD has information indicating the community's ordinances are compliant, PSD directs the MCC not to send the S-30-L letter and no further action by the MCC is required.

## **2.7.4 Reinstatement Processing**

If a community is suspended from participation in the NFIP and is subsequently reinstated, PSD staff may direct the MCC to prepare additional correspondence for the community. In such cases, the procedures below are followed.

1. The MCC prepares a reinstatement letter (RINSTATE, page B-101) and submits the letter to PSD for review and signature.
2. The MCC mails the signed letter to the CEO of the community and distributes the external and in-house file copies in accordance with the requirements detailed in Subsection 2.9.

## **2.8 PROCESSING INFORMATION FOR DEFERRALS**

If the revision request reflects changes to flood hazard information that are not of a significant nature or do not affect an area of existing development, then the FEMA PO or Project Engineer may decide that the request may be deferred. These deferrals are processed in the following manner:

1. An informational letter may be issued to respond to submittals such as annexation requests and biennial report information, explaining to a community why FEMA will not revise the NFIP map(s). This implies that the submitted information was sufficient to enable a revision but a conscious decision was made to defer the revision.
2. A request may be placed in the Future File. This is done with an entry in the MIS and CIS database documenting potential revisions discovered by the MCC. This can occur when the MCC discovers mismatches in flood hazard information between two communities during the course of processing a map revision.
3. The MCC prepares the deferral letter, if appropriate, and sends it to FEMA for review and signature.
4. The MCC mails the original of the signed deferral letter to the CEO of the community and distributes external and in-house file copies in accordance with the requirements presented in Subsection 2.9.

## **2.9 DISTRIBUTION REQUIREMENTS**

Copies of the standard documents prepared by the MCC and FEMA for processing conditional and final map revision requests are provided in Appendix B. In addition to the community CEOs and floodplain administrators for the affected communities, many other individuals and agencies receive copies of the standard documents used in processing conditional and final map revision requests. The distribution requirements for these documents are provided in Table 2-2.



Table 2-2. Distribution Requirements for Standard Conditional and Final Map Revision Documents

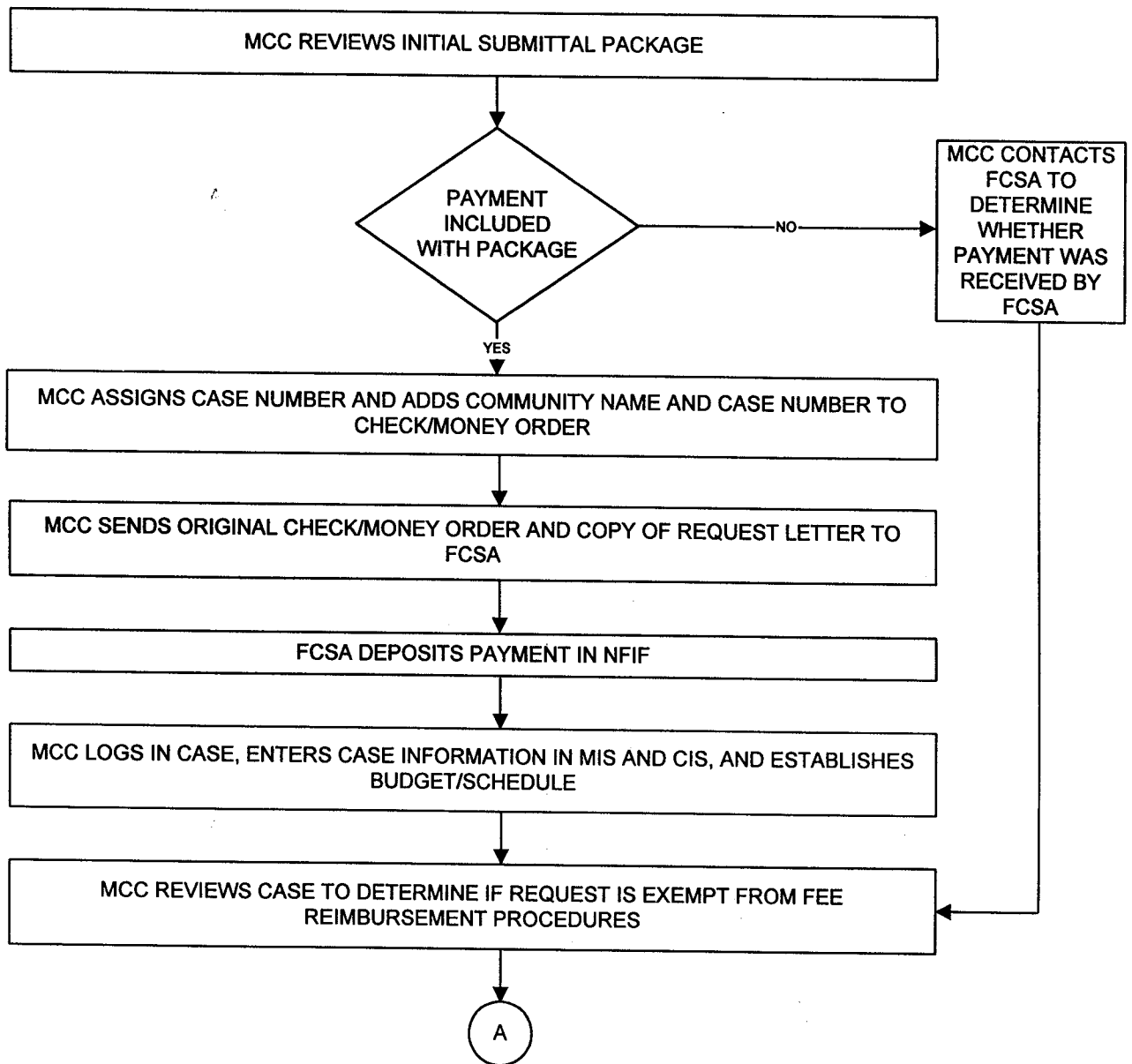
Document Number	State Coordinator	Regional Director	MT-TS-HS Chron	MCC Case File	FEDD File	LOMC Distribution Service	Other	FCSA
102-D	X	X	X	X		X		
102-D-A	X	X	X	X	X	X		
102-I	X	X	X	X		X		
102-I-A	X	X	X	X	X	X		
102-I-A-C	X	X	X	X	X	X		
102-I-C	X	X	X	X		X		
104		X	X	X				
105b	X	X	X	X	X			
105c	X	X	X	X	X			
116	X	X	X	X	X			
153-L	X	X	X	X	X			
157-L				X	X			
159	X	X	X	X	X			
316-ACK.FEX	X	X	X	X				X <sup>1</sup>
316-ACK.FRQ	X	X	X	X				X
316-AD		X	X	X				
316-INTb				X				

Table 2-2. Distribution Requirements for Standard Conditional and Final Map Revision Documents

Document Number	State Coordinator	Regional Director	MT-TS-HS Chron	MCC Case File	FEDD File	LOMC Distribution Service	Other	FCSA
316-INTc				X				
316-INVOICE			X	X				X
316-REFUND			X	X				X
316-RETURN			X	X				X
317-PI			X	X				X
317-PT			X	X				X
REFUND1.MEM			X	X				X
RINSTATE	X	X		X	X		X <sup>2</sup>	X
S-30-L	X	X		X	X		X <sup>2</sup>	
S-90-L	X	X		X	X		X <sup>2</sup>	

<sup>1</sup> Copy Varies According to Content of Letter

<sup>2</sup> Copies Sent to State Insurance Commissioner, Associate Director for Mitigation, and Internal FEMA Files



**Figure 2-1. Processing Procedures for Conditional and Final Map Revisions**

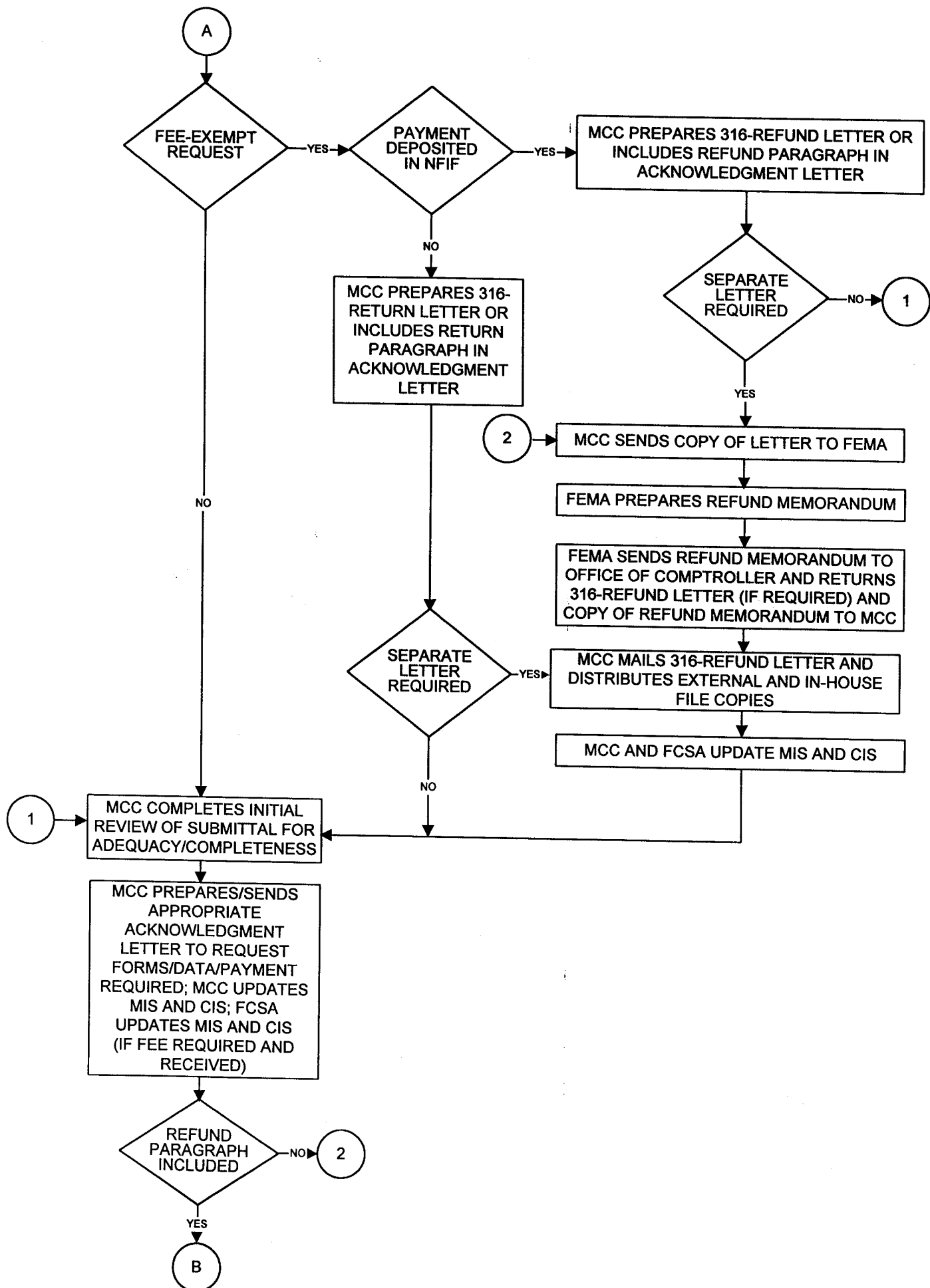


Figure 2-1. Initial Processing Procedures for Conditional and Final Map Revisions (Cont'd)

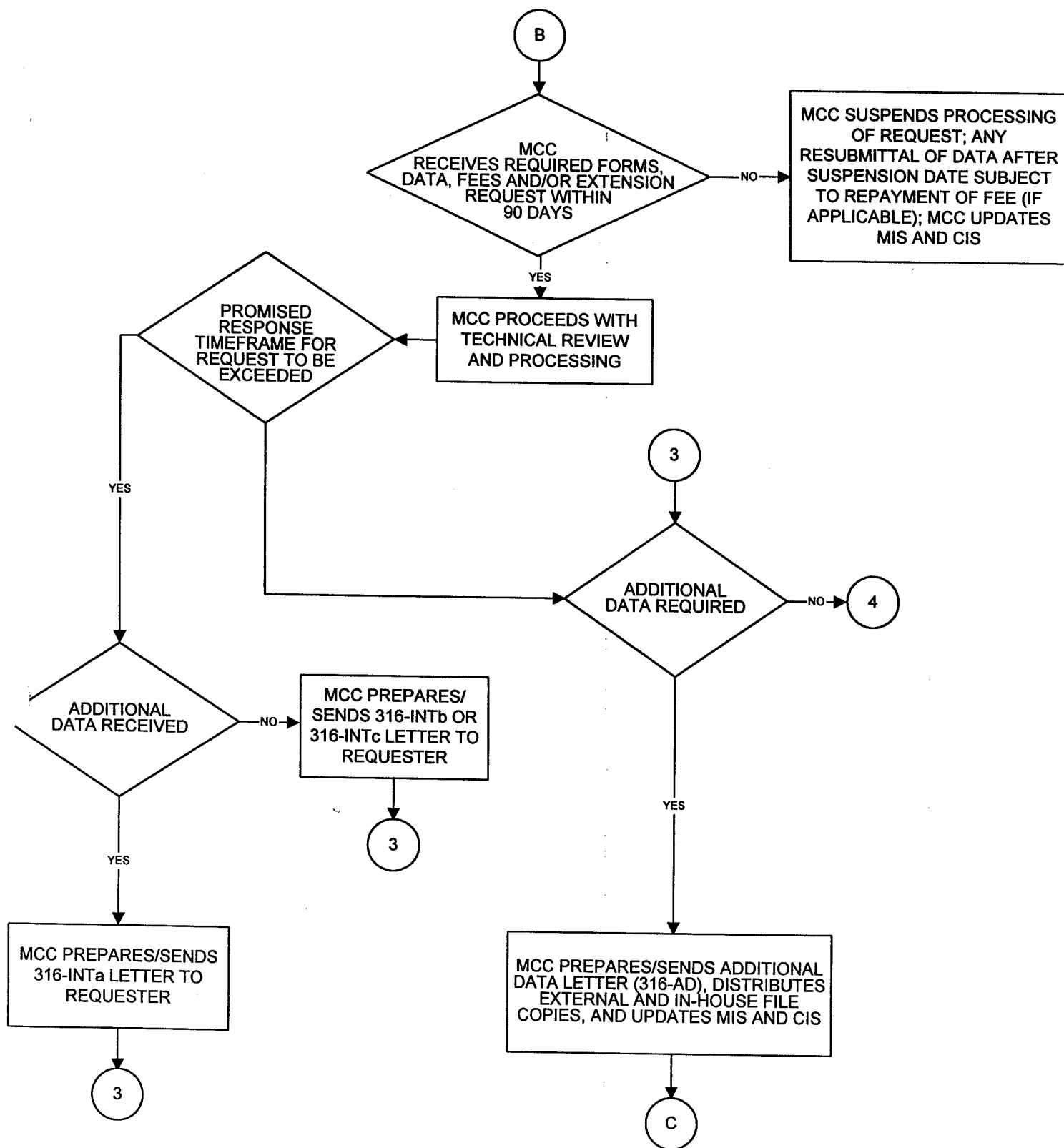


Figure 2-1. Initial Processing Procedures for Conditional and Final Map Revisions (Cont'd)

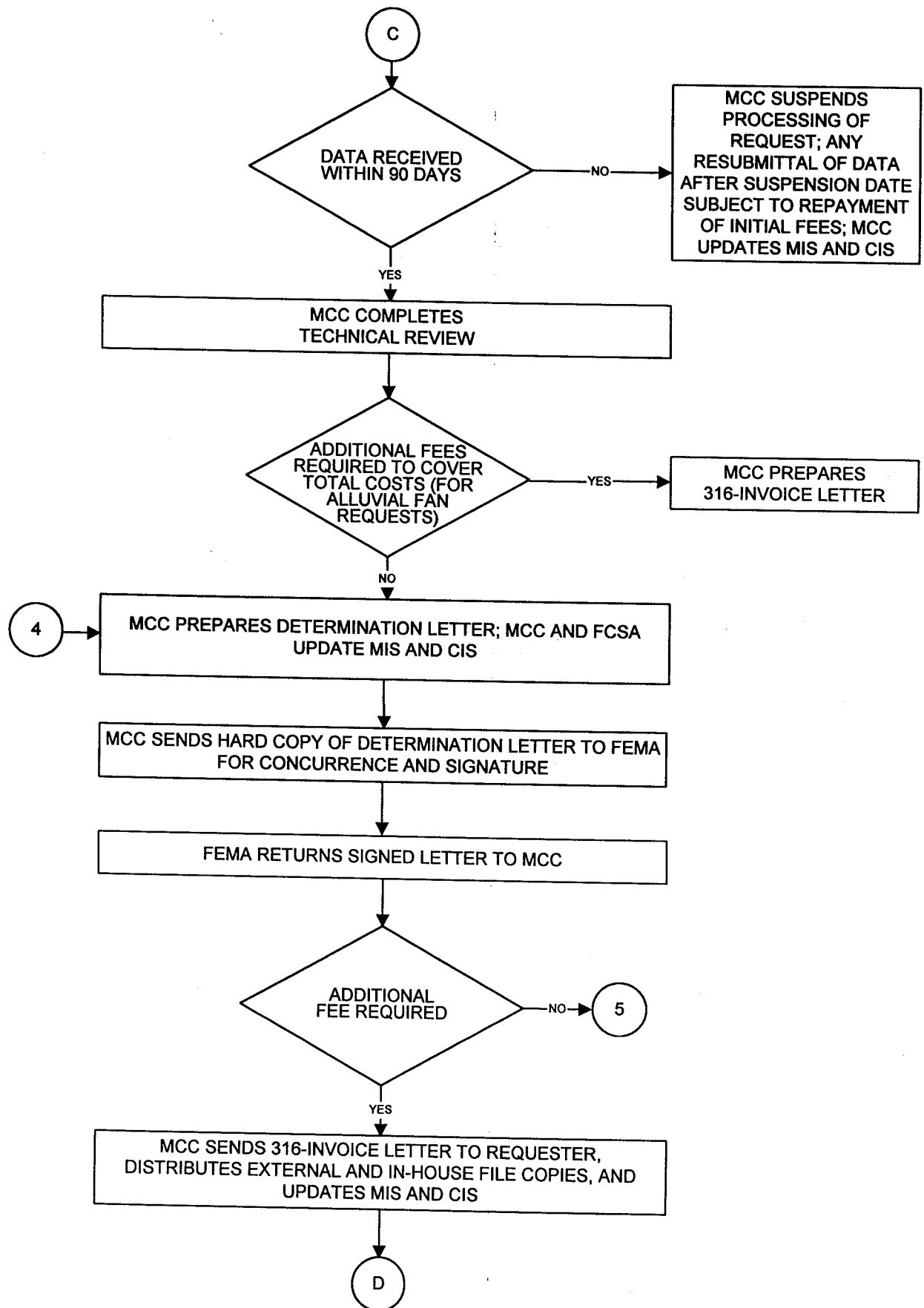


Figure 2-1. Initial Processing Procedures for Conditional and Final Map Revisions (Cont'd)

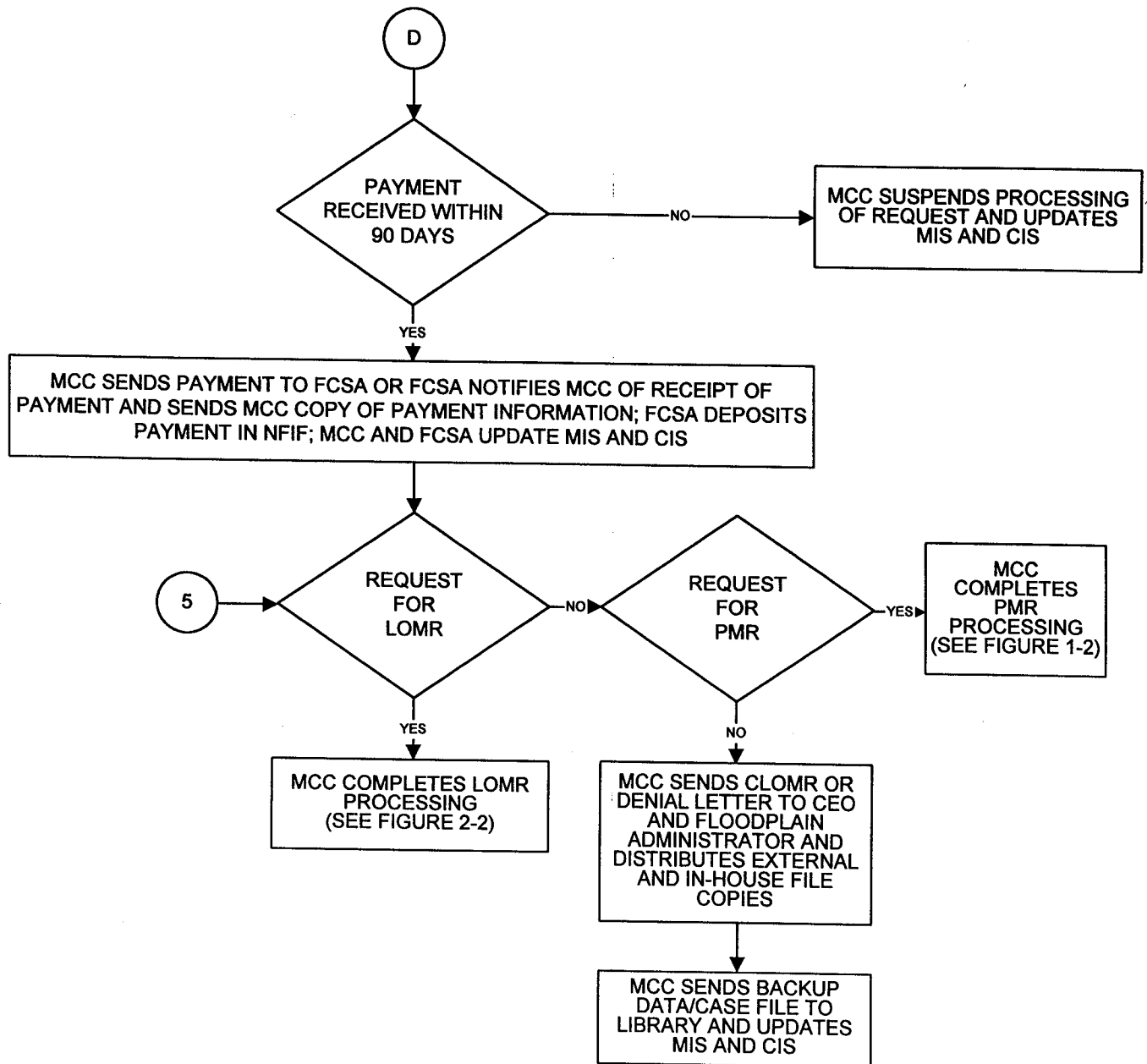
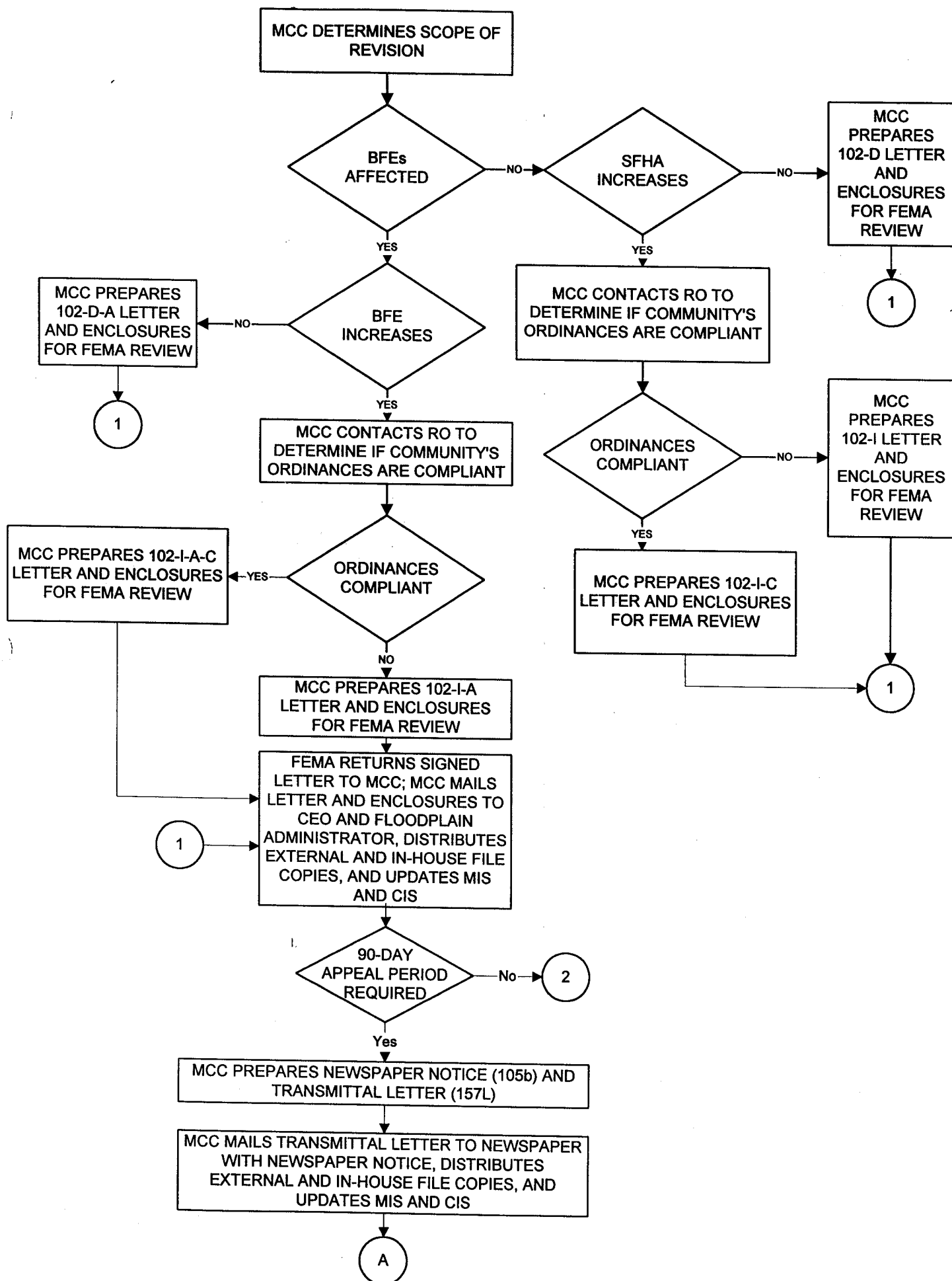


Figure 2-1. Initial Processing Procedures for Conditional and Final Map Revisions (Cont'd)

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**Figure 2-2. Final Processing Procedures for LOMRs**

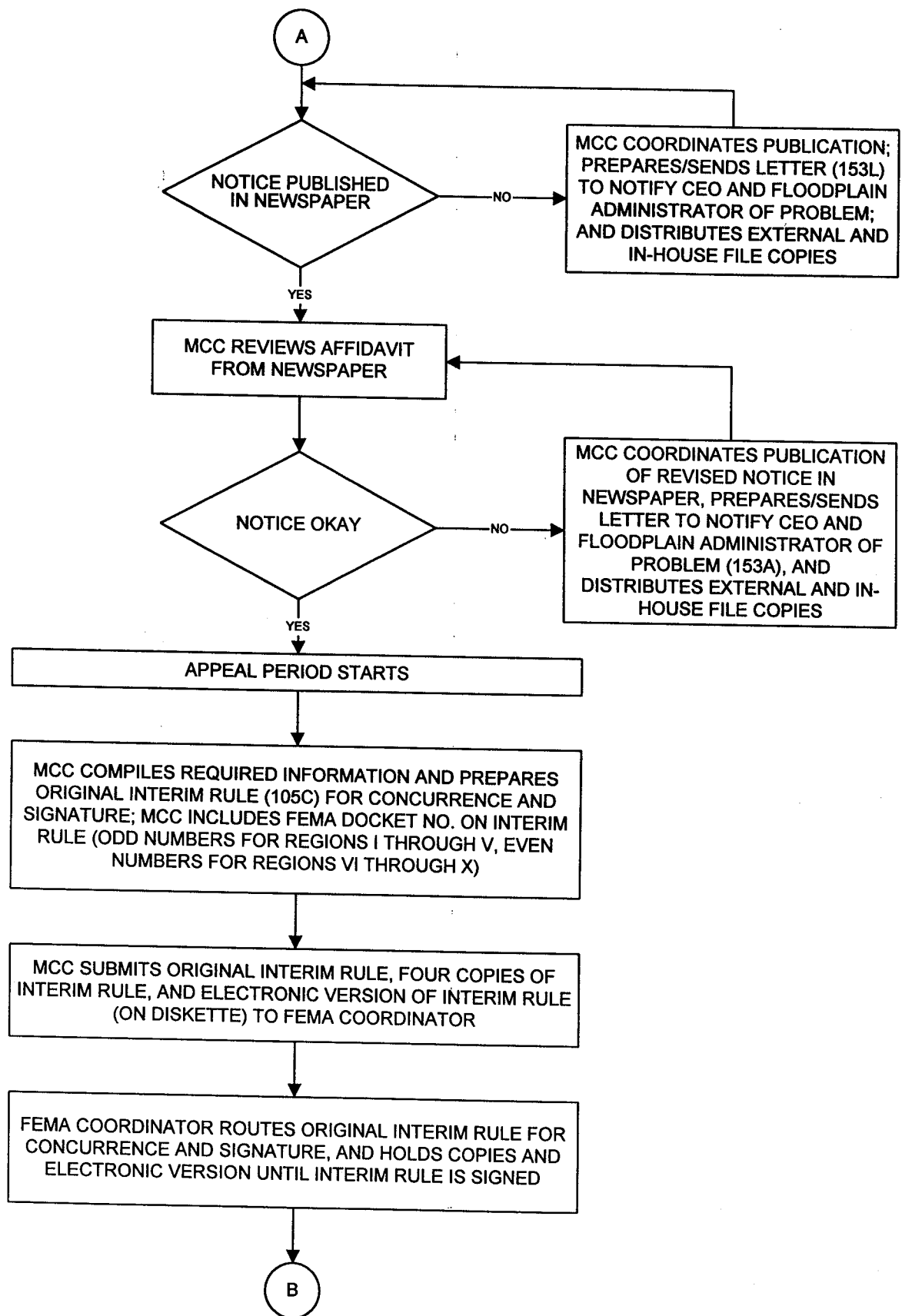
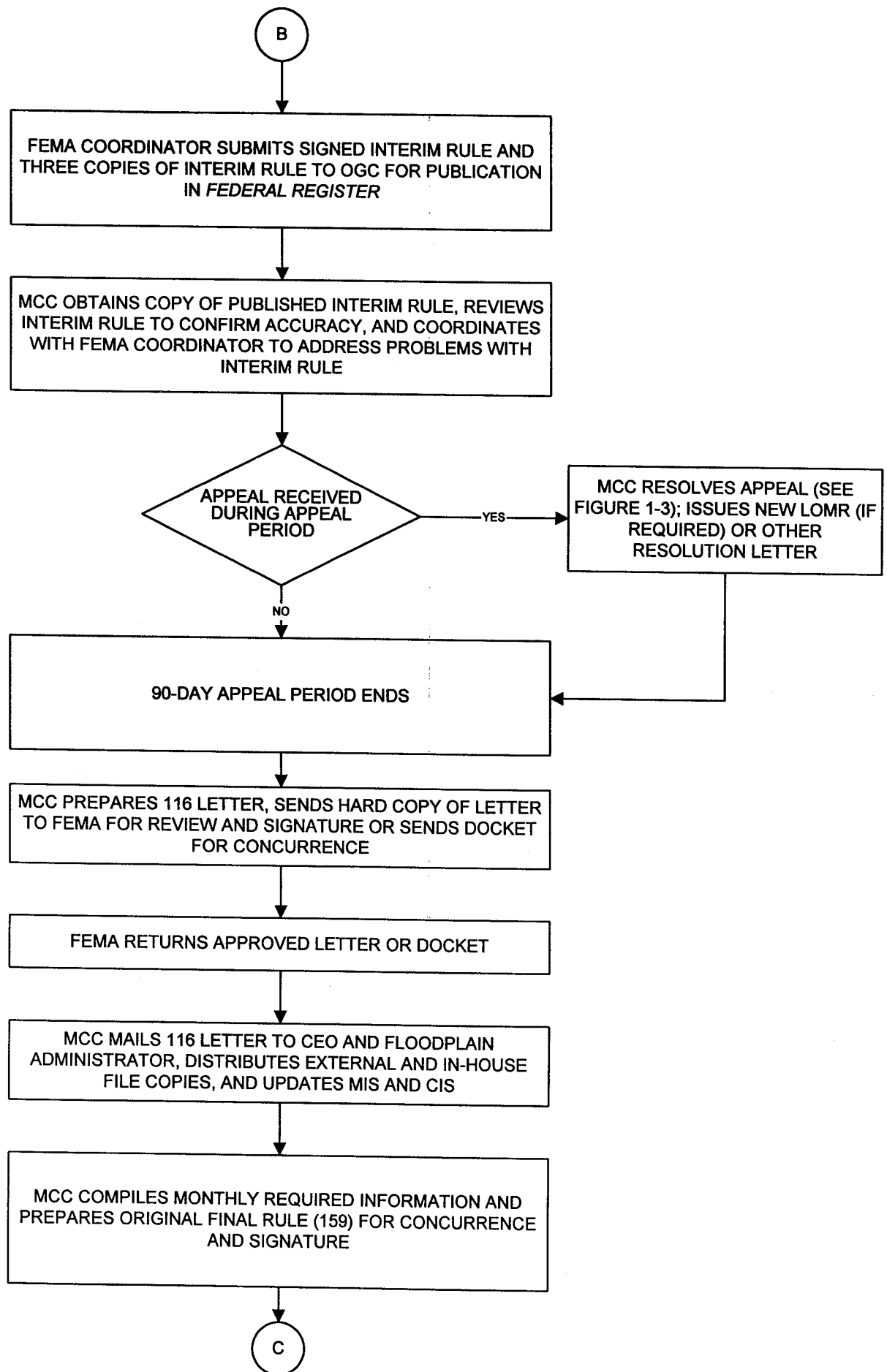


Figure 2-2. Final Processing Procedures for LOMRs (Cont'd)



**Figure 2-2. Final Processing Procedures for LOMRs (Cont'd)**

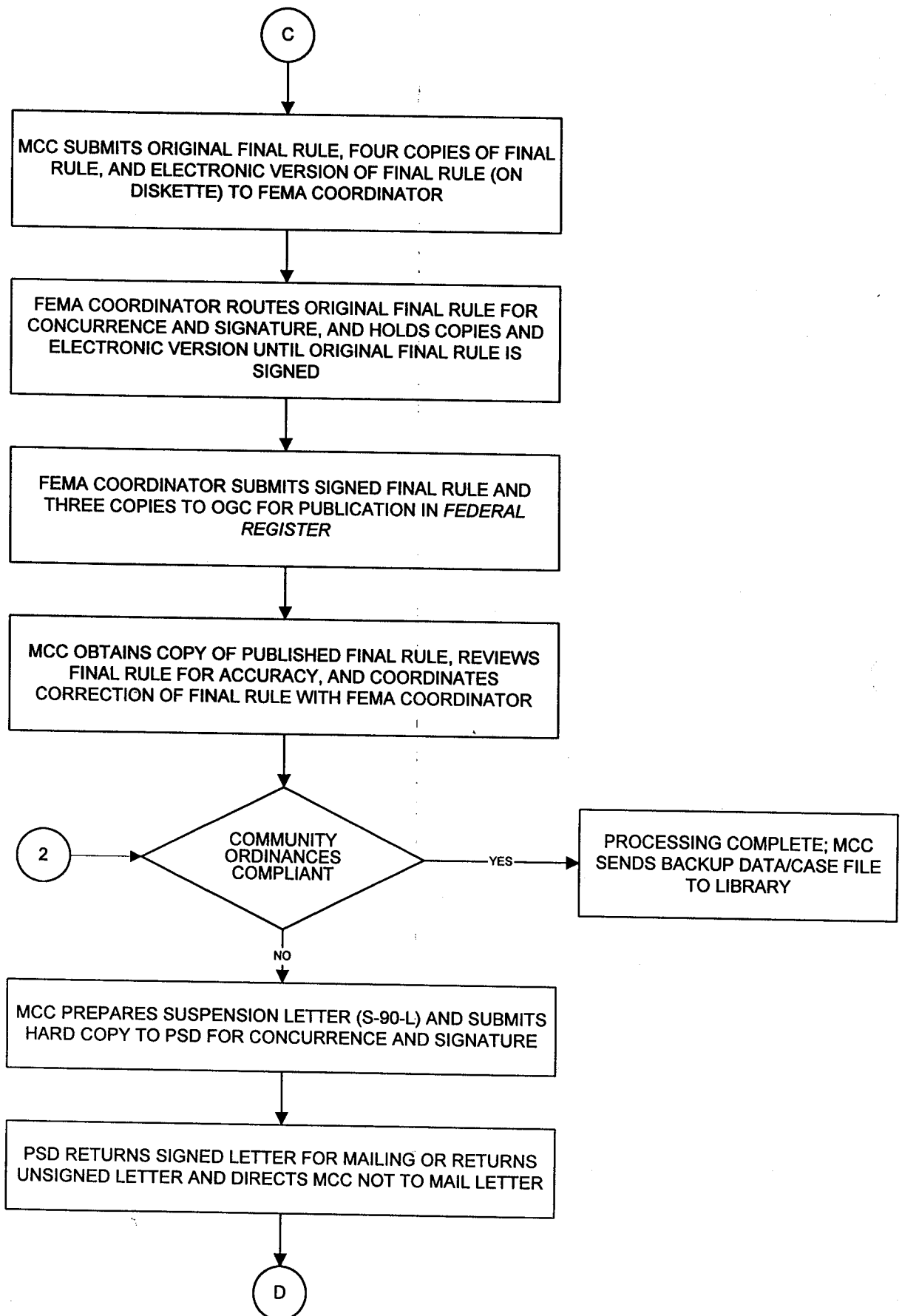


Figure 2-2. Final Processing Procedures for LOMRs (Cont'd)

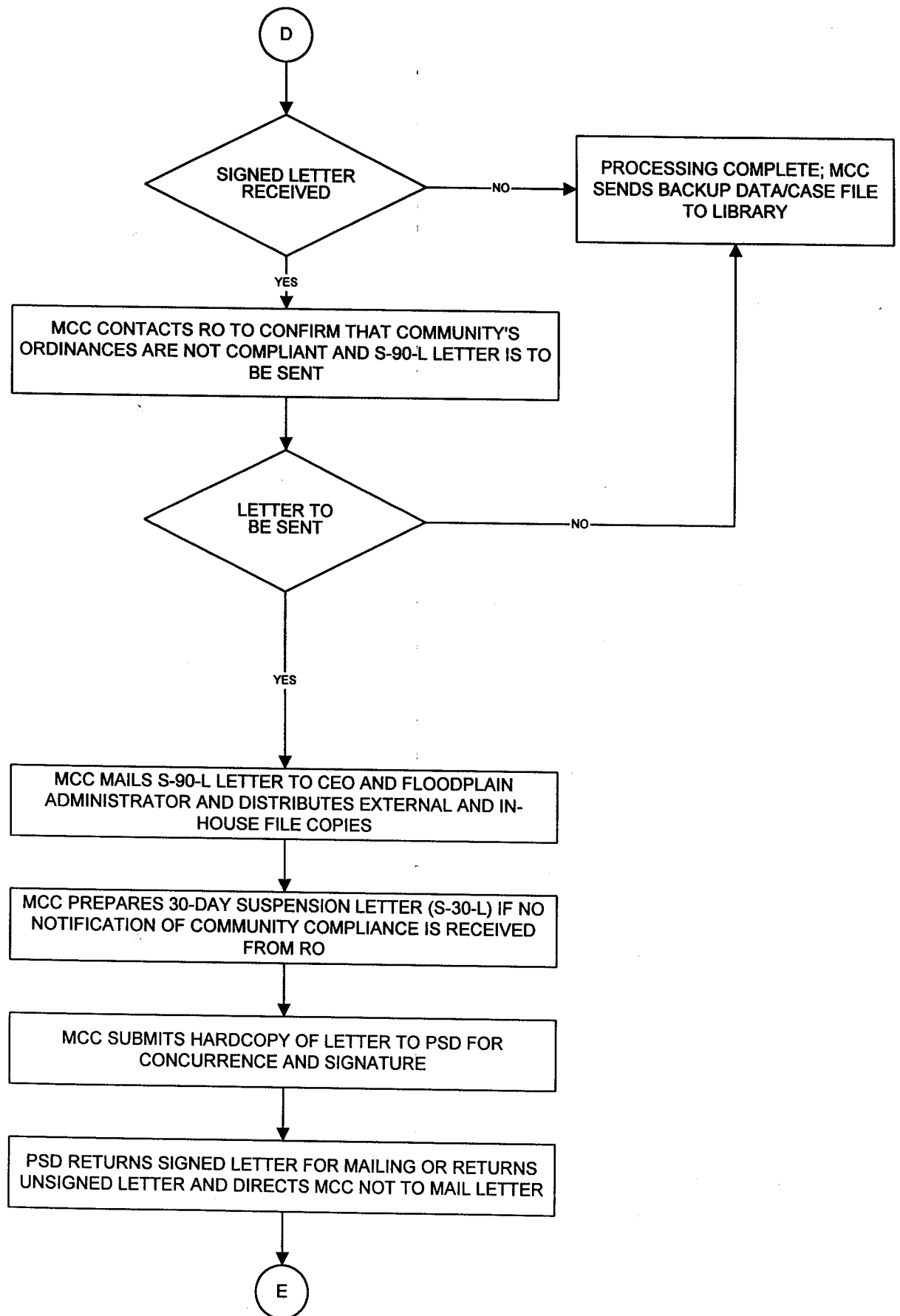


Figure 2-2. Final Processing Procedures for LOMRs (Cont'd)

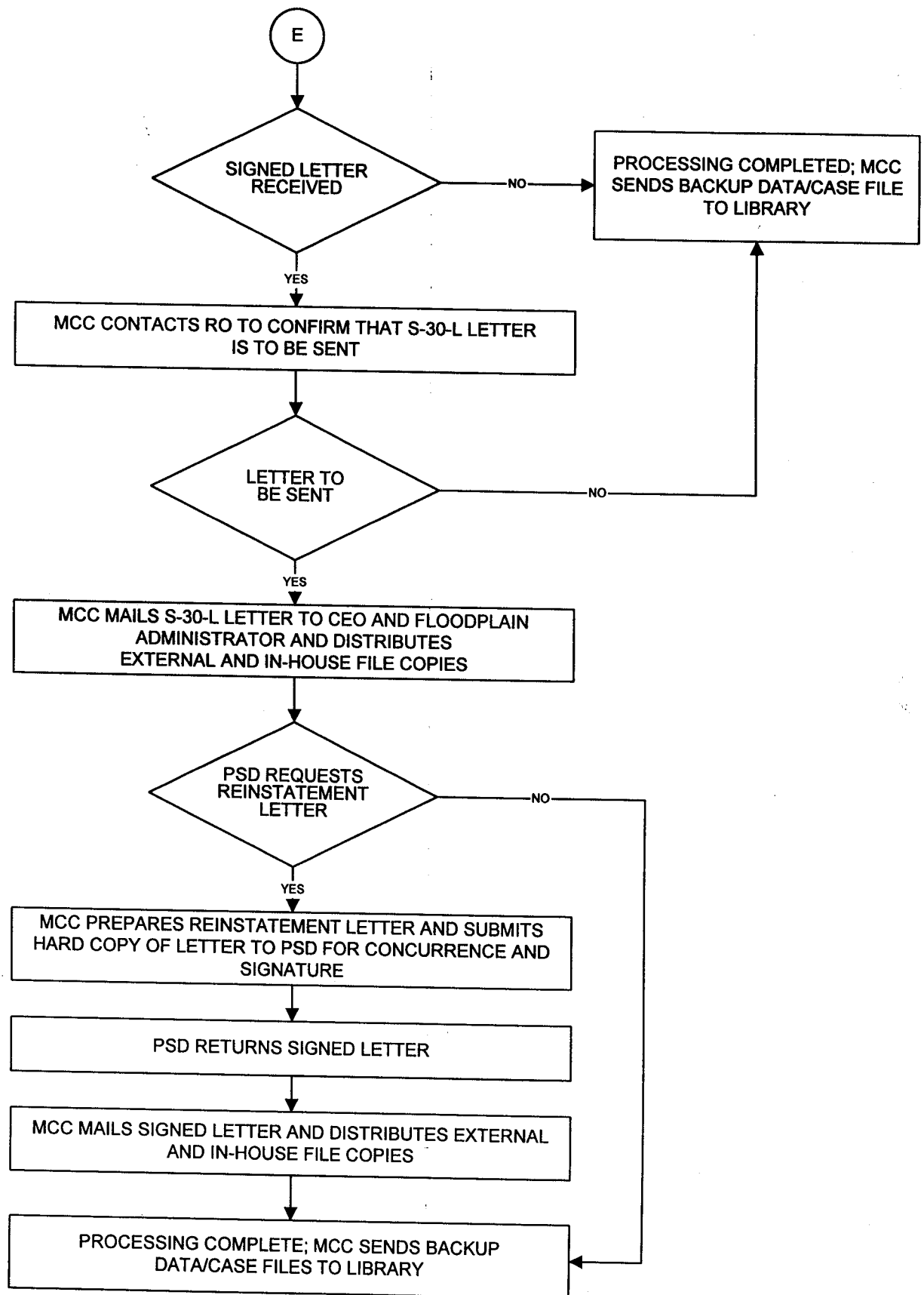


Figure 2-2. Final Processing Procedures for LOMRs (Cont'd)

## **SECTION 3**

# **PROCESSING PROCEDURES FOR CONDITIONAL AND FINAL MAP REVISIONS BASED ON FILL, CONDITIONAL AND FINAL MAP AMENDMENTS, AND LETTERS OF DETERMINATION REVIEW**

The procedures for processing requests for conditional and final map revisions based on fill, conditional and final map amendments, and Letters of Determination Review (LODRs) are presented graphically in the process flowcharts in Figures 3-2, 3-3, and 3-4 at the end of this section. Additional details on the procedures to be followed are presented in the subsections that follow. Sample copies of the standard documents cited in this section are provided in Appendix C.

### **3.1 CONDITIONAL AND FINAL MAP REVISIONS BASED ON FILL**

When requested to do so, FEMA will review a proposed project that entails the placement of earthen fill in the floodplain. The purpose of this review is to determine whether the proposed project is compliant with applicable NFIP regulations and to determine the potential effects of the proposed project on the flood hazard information presented on the effective NFIP map. FEMA will then issue a Conditional Letter of Map Revision Based on Fill (CLOMR-F) to the requester and community officials that describes those effects, if warranted, or will issue a document that explains why the CLOMR-F could not be issued.

Property owners and communities also will request revisions to effective NFIP maps to show the effects of a completed fill project or to correct an inaccuracy in an NFIP map when a filled area was not reflected on the map. When such requests are submitted, FEMA reviews the supporting data provided by the requester and determines whether the requested revision is warranted. When a revision based entirely on the placement of earthen fill is found to be warranted, FEMA will issue a Letter of Map Revision Based on Fill (LOMR-F); if a revision is not warranted, FEMA will issue a document explaining why a LOMR-F could not be issued.

#### **3.1.1 Initial Processing**

As shown graphically in the process flowchart in Figure 3-2, the initial processing of requests for CLOMR-Fs and LOMR-Fs shall be handled as discussed below. If a submittal package is sent to FEMA, the PO, Project Engineer, or other FEMA staff member sends the package to the MCC for processing without reviewing the contents of the package.

1. The MCC reviews the package to determine the appropriate request category (e.g., LOMR-F, CLOMR-F), whether FEMA is to be reimbursed for processing the request, and whether the requester has submitted the appropriate application/certification forms package. The MCC then determines if a check, money order, or credit card information sheet to cover the full review and processing fee is included.
2. If a request is not fee-exempt and no check, money order, or payment information sheet is included in the submittal, the MCC contacts the FCSA to determine whether the required payment was submitted directly to the FCSA.

3. If a check, money order, or credit card payment information sheet is included and is appropriate for the type of request submitted, the MCC sends the original check, money order, or information sheet and a copy of the incoming correspondence to the FCSA through the receipt coordinator. Before sending it to the FCSA, the MCC writes the case number on the check, money order, or information sheet. The MCC assigns the FEMA case number (e.g., 00-08-001A) based on the information below.
  - The first two digits ("00" in the example above) represent the fiscal year in which the request is received.
  - The next two digits ("08" in the example above) represent the FEMA Region in which the community is located.
  - The last three digits ("001" in the example above) represent the consecutive request number for that Region during the fiscal year.
  - The letter suffix ("A" in the example above) identifies the process under which the request is to be processed. The suffix letters used are "A" for LOMR-Fs and "C" for CLOMR-Fs.

In the example, the case would be the first received and assigned in Region VIII during FY 2000, and would be processed as a LOMR-F request.
4. The MCC sends a 216-A letter (page C-7) to the requester to acknowledge the request and provide a telephone number for status reports.
5. The MCC creates a case file and logs the request into the LOMC module of the CIS, and includes all information about the request in regular updates.. (The case file will contain dated copies of all case-related information and will be maintained by the MCC throughout the processing of the case.)
6. If the MCC determines that a payment has been submitted incorrectly and has already been deposited into the NFIF, the MCC may select the appropriate paragraph in the 216-D(1) letter (page C-9) if additional information is required or the MCC may prepare a 216-REFUND(1) letter (page C-29). In either case, the MCC sends a copy of the letter to the FEMA coordinator, who then prepares a memorandum to the Office of the Comptroller (REFUND2.MEM, page C-127) to request a refund check.
7. If the MCC determines that a payment has been submitted incorrectly and has not already been deposited, the MCC may select the appropriate paragraph in the 216-DF(1) letter (page C-17) if additional information is required or prepare a 216-RETURN(1) letter (page C-33) and mail it to the requester. The MCC distributes copies of the letter and check to FEMA and the FCSA.
8. The FCSA deposits the payment into the NFIF and logs the information into the fee collection portion of the LOMC module of the CIS.
9. The MCC reviews the submittal for completeness, in accordance with the requirements of Part 65 of the NFIP regulations.
10. At the direction of the PO, the MCC may contact the requester by telephone to request additional information. If a written request for information is required, the MCC follows the procedures below.



- If additional information only is required, the MCC prepares a 216-D(1) letter (page C-9).
  - If both additional information and fees are required, the MCC prepares a 216-DF(1) letter (page C-17).
  - If additional fees only are required, the MCC prepares a 216-FEE (1) letter (page C-25).
11. In response to a request for application/certification forms, data, or fee, a requester may elect to withdraw a request. In such cases, or at any time during the processing of the request, the MCC prepares a 218-65-W letter (page C-73). The MCC then mails the withdrawal letter and distributes copies.
  12. The MCC distributes file copies of the letters in accordance with Subsection 3.5.

### **3.1.2 Technical Review**

Upon receipt of all required information (including application/certification forms, supporting information, and the appropriate review and processing fee), the MCC performs the technical review of the request. Before starting this review, the MCC identifies previous map actions for the affected map panel(s) to ensure that the effective data are used. The MCC also notes other requests that may affect the submittal. The remaining technical review to be performed by the MCC is detailed in Section 2 of *Guidelines and Specifications for Flood Map Production Coordination Contractors*, dated February 17, 1999.

During the course of the technical review, the MCC may determine that additional information is required to complete the review. For LOMR-Fs and CLOMR-Fs, the MCC may request the information by telephone and/or by letter. The MCC suspends the processing of the request until the required information is received. If the required information is received within 90 days and accepted, the MCC initiates final processing of the request. If the MCC does not receive acceptable information within the 90-day period, the MCC suspends processing of the request. Any resubmittal after the suspension date is to be treated by MCC as an original submittal, subject to all submittal/payment requirements.

### **3.1.3 Final Processing**

The determination letters for LOMR-Fs and CLOMR-Fs shall be processed in accordance with the procedures below.

1. If the request is for re-issuance of a previous determination letter and the determination has not been revalidated in accordance with the procedures in Subsection 1.15, the MCC prepares a re-issuance letter. The language to be used in a re-issuance letter is determined by the type of LOMR-F that is being reissued and by whether the effective FIRM was revised since the LOMR-F was first issued.
  - If the NFIP map was revised since the LOMR-F was first issued, the MCC prepares a 218-65-R-REI letter (page C-69) for a request involving one or more vacant lots or a 218-65-RS-REI letter (page C-71) for a request involving one or more structures.

- If the NFIP map was not revised since the LOMR-F was issued and the LOMR-F has not been revalidated in accordance with the procedures in Subsection 1.15, the MCC prepares a 219 letter (page C-113).
2. If the request is not for re-issuance of a previous determination letter, the MCC prepares the appropriate conditional or final determination letter. As shown below, the language used in the determination letters will vary, depending on such factors as number of lots or structures involved.
    - Sample language for determination letters for CLOMR-Fs involving single determinations is presented on pages C-37 through C-44.
    - Sample language for multiple-determination letters for CLOMR-Fs is presented in the 218-65-C(MULTI) letter (page C-45).
    - Sample language for determination letters for LOMR-Fs involving single determinations is presented on pages C-49 through C-64.
    - Sample language for multiple-determination letters for LOMR-Fs is presented in the 218-65(MULTI) letter (page C-65).
  3. If required, the MCC submits the determination letter and case file to the FEMA Project Engineer for review. In most instances, the MCC includes the letter in a docket listing pertinent information about several CLOMR-Fs or LOMR-Fs. This docket is then concurred on by the FEMA Project Engineer.
  4. FEMA returns the signed determination letter or the docket with concurrence to the MCC.
  5. The MCC mails the determination letter with the appropriate informational enclosure. The enclosures are as follows:
    - CLOMRF-ENC (page C-117) for CLOMR-Fs;
    - LOMRFENC-1 (page C-123) for LOMR-Fs; and
    - LOMRFENC-2 (page C-125) for denial letters for LOMR-F requests.

The MCC also mails the pamphlet that describes the Preferred Risk Policy with determination letters that approve LOMR-F requests and remove a lot or structure from the SFHA.

6. The MCC distributes external and in-house file copies in accordance with Subsection 3.5.
7. The MCC sends the case file and all backup data to the MCC library for storage.

## **3.2 CONDITIONAL AND FINAL MAP AMENDMENTS**

The accuracy of the floodplain boundary delineations shown on the NFIP maps depends, in part, on the scales at which the maps are prepared and on the accuracy of available topographic mapping. Map users may find it difficult to determine whether specific properties (i.e., structures or legally defined parcels of land) are within the SFHAs shown on the maps. Also, small areas of high ground may be included in the SFHA because they are too small to be shown to scale; when this happens, the properties may be inadvertently included in the SFHA when the map is prepared.

Because the requirement for the purchase of flood insurance and the Federal and local regulations governing construction in the SFHA are important to people who own lots and/or structures or plan to build structures on lots that have been inadvertently included in the SFHA shown on an NFIP map, FEMA has developed the map amendment process. Under this process, individual property owners and others may request that FEMA determine whether existing structures or legally defined parcels of land are in the SFHA. The FEMA response to such requests is a Letter of Map Amendment (LOMA). If a requester would like to know whether a proposed structure, when completed, will be in the SFHA, FEMA will review the request and respond with a Conditional Letter of Map Amendment (CLOMA).

### **3.2.1 Initial Processing**

As shown graphically in the process flowchart in Figure 3-3, the initial processing of requests for CLOMAs and LOMAs is very similar to the processing of CLOMR-Fs and LOMR-Fs, and shall be handled as discussed below. If a submittal package is sent to FEMA, the PO, Project Engineer, or other FEMA staff member sends the package to the MCC for processing without reviewing the contents of the package.

1. The MCC reviews the package to determine the appropriate request category (e.g., LOMA, CLOMA), whether FEMA is to be reimbursed for processing the request (for CLOMAs), and whether the requester has submitted the appropriate application/certification forms package. The MCC then determines if a check, money order, or credit card information sheet to cover the full review and processing fee is included.
2. If a request is for a CLOMA and no check, money order, or payment information sheet is included in the submittal, the MCC contacts the FCSA to determine whether the required payment was submitted directly to the FCSA.
3. If a check, money order, or credit card payment information sheet is included and is appropriate for the type of request submitted, the MCC sends the original check, money order, or information sheet and a copy of the incoming correspondence to the FCSA through the receipt coordinator. Before sending it to the FCSA, the MCC writes the case number on the check, money order, or information sheet. The MCC assigns the FEMA case number (e.g., 00-08-002C) based on the information below.
  - The first two digits ("00" in the example above) represent the fiscal year in which the request is received.
  - The next two digits ("08" in the example above) represent the FEMA Region in which the community is located.
  - The last three digits ("002" in the example above) represent the consecutive request number for that Region during the fiscal year.
  - The letter suffix ("C" in the example above) identifies the process under which the request is to be processed. The suffix letters used are "A" for LOMAs and "C" for CLOMAs.

In the example, the case would be the second received and assigned in Region VIII during FY 2000, and would be processed as a CLOMA request.

4. The MCC sends a 216-A letter (page C-7) to the requester to acknowledge the request and provide a telephone number for status reports.
5. The MCC inventories the submittal package to determine whether the requester has submitted the appropriate application/certification forms, required technical supporting information, and the correct review and processing fee (if required). The minimum information required for CLOMA and LOMA requests is as follows:
  - Completed application/certification forms package;
  - Recorded subdivision plat, or recorded deed and tax assessor's map;
  - Copy of NFIP map with property accurately located;
  - Topographic information;
  - Metes and bounds description, if applicable; and
  - Information to substantiate the BFE, if BFEs have been established.
6. The MCC creates a case file and logs the request into the LOMC module of the CIS, and includes all information about the request in regular updates. The following material is to be included in the case file:
  - Incoming data, stamped with date received;
  - MCC checklist;
  - Records of communication (including records of telephone conversations with requester, community, and FEMA);
  - Case-related correspondence and documents; and
  - Other case-related information (e.g., topographic maps, deeds of trust, annotated map panels).
7. If the MCC determines that a payment has been submitted incorrectly and has already been deposited into the NFIF, the MCC may select the appropriate paragraph in the 216-D(2) letter (page C-13 if additional information is required or the MCC may prepare a 216-REFUND(2) letter (page C-31). In either case, the MCC sends a copy of the letter to the FEMA coordinator, who then prepares a memorandum to the Office of the Comptroller (REFUND2.MEM, page C-127) to request a refund check.
8. If the MCC determines that a payment has been submitted incorrectly and has not already been deposited, the MCC may select the appropriate paragraph in the 216-DF(2) letter (page C-21) if additional information is required or prepare a 216-RETURN (2) letter (page C-33) and mail it to the requester. The MCC distributes copies of the letter and check to FEMA and the FCSA.
9. The FCSA deposits the payment into the NFIF and logs the information into the fee collection portion of the LOMC module of the CIS.

10. The MCC reviews the submittal for completeness, in accordance with the requirements of Part 70 of the NFIP regulations.
11. At the direction of the PO, the MCC may contact the requester by telephone to request additional information. If a written request for information is required, the MCC follows the procedures below.
  - If additional information only is required, the MCC prepares a 216-D(1) letter (page C-9).
  - If both additional information and fees are required for a CLOMA request, the MCC prepares a 216-DF(1) letter (page C-17).
  - If additional fees only are required for a CLOMA request, the MCC prepares a 216-FEE(2) letter (page C-27).
12. In response to a request for application/certification forms, data, or fee, a requester may elect to withdraw a request. In such cases, or at any time during the processing of the request, the MCC prepares a 218-70-W letter (page C-111). The MCC then mails the withdrawal letter and distributes copies.
13. The MCC distributes file copies of the letters in accordance with Subsection 3.5.

### **3.2.2 Technical Review**

Upon receipt of all required information (including application/certification forms) and the appropriate review and processing fee, the MCC performs the technical review of the request. Before starting this review, the MCC identifies previous map actions for the affected map panel(s) to ensure that the effective data are used. The MCC also notes other requests that may affect the submittal. The remaining technical review to be performed by the MCC is detailed in Section 2 of *Guidelines and Specifications for Flood Map Production Coordination Contractors*, dated February 17, 1999.

During the course of the technical review, the MCC may determine that additional information is required to complete the review. For LOMAs and CLOMAs, the MCC may request the information by telephone or by letter. The MCC suspends the processing of the request until the required information is received. If the required information is received within 90 days and accepted, the MCC initiates final processing of the request.

If the MCC does not receive acceptable information within the 90-day period, the MCC suspends processing of the request. Any resubmittal after the suspension date is to be treated by the MCC as an original submittal, subject to all submittal/payment requirements.

### 3.2.3 Final Processing

The determination letters for CLOMAs and LOMAs shall be processed in accordance with the procedures below.

1. If the request is for re-issuance of a previous determination letter, the MCC prepares a re-issuance letter. The language to be used in a re-issuance letter is determined by the type of LOMA that is being reissued and by whether the effective NFIP map was revised since the LOMA was first issued.
  - If the NFIP map was revised since the LOMA was first issued, the MCC prepares a 218-70-R-REI letter (page C-107) for vacant parcels of land or a 218-70-RS-REI letter (page C-109) for structures.
  - If the NFIP map was not revised since the LOMA was first issued and a revalidation letter has not been issued for the community, the MCC prepares a 219 letter (page C-113).
2. If the request is not for re-issuance of a previous determination letter, the MCC prepares the appropriate conditional or final determination letter. The language used in the determination letters will vary, depending on such factors as number of lots or structures involved.
  - The sample language for determination letters for CLOMAs involving single determinations is presented in the 218-70-CNS letter (page C-75) and the 218-70-CRS letter (page C-77).
  - The sample language for multiple-determination letters for CLOMAs is presented in the 218-70-CRS-CNS letter (page C-79).
  - The sample language for determination letters for LOMAs involving single determinations is presented on pages C-81 through C-102.
  - The sample language for multiple-determination letters for LOMAs is presented in the 218-70(MULTI) letter (page C-103).
3. If required, the MCC submits the determination letter and case file to the FEMA Project Engineer for review. In most instances, the MCC includes the letter in a docket listing pertinent information about several CLOMAs or LOMAs. This docket is then concurred on by the appropriate FEMA Project Engineer.
4. The FEMA Project Engineer returns the signed determination letter or the docket with concurrence to the MCC.
5. The MCC mails the determination letter and distributes external and in-house file copies in accordance with Subsection 3.5.

6. The MCC mails one of the following standard enclosures with the determination letter:

- CLOMAENC (page C-115) for CLOMA requests that are denied;
- LOMA1.ENC (page C-119) for LOMA requests that are approved; or
- LOMA2.ENC (page C-121) for LOMA requests that are denied.

The MCC also mails the pamphlet that describes the Preferred Risk Policy with determination letters for LOMA requests that are approved.

7. The MCC sends the case file and backup data to the MCC library for storage.

### **3.3 LOMA 2000 ProDUCTs**

As part of its Map Modernization Program, FEMA is developing a new software package to automate the production of CLOMR-Fs, LOMR-Fs, CLOMAs, and LOMAs. This software package is referred to as “LOMA 2000.” Once development is completed, this software will generate and track the CLOMR-Fs, LOMR-Fs, CLOMAs, and LOMAs. Examples of the new product are presented in Appendix C, on pages C-129 through C-154.

## **3.4 LETTERS OF DETERMINATION REVIEW**

### **3.4.1 General Information**

On January 2, 1996, in accordance with a mandate issued by the U.S. Congress in the National Flood Insurance Reform Act of 1994 (NFIRA), FEMA began accepting requests for its review of determinations of whether buildings or manufactured homes are located in identified SFHAs. The result of this review, referred to as a Letter of Determination Review (LODR), provides borrowers and lending institutions with information to resolve disputes regarding in/out determinations.

Under 42 U.S.C. 4012a(e)(3), FEMA is required to review requests for LODRs that are requested jointly by a borrower and a lender for a loan secured by improved real estate or a manufactured home. NFIRA stipulates the following:

- All such requests must be supported by technical information relating to the improved real estate or manufactured home.
- FEMA must provide the lender and borrower with a letter stating whether the building or manufactured home is in the SFHA shown on the effective NFIP map.

As mandated by the U.S. Congress, FEMA developed a Standard Flood Hazard Determination Form (Figure 3-1) that is to be used by all regulated lenders and Federal agency lenders making flood hazard determinations for improved property used to secure loans. When a borrower appeals the Standard Flood Hazard Determination made by the borrower and the borrower and lender request a LODR from FEMA, they must provide the completed Standard Flood Hazard Determination Form and all technical information that will be needed by FEMA to complete its review.

Figure 3-1. Standard Flood Hazard Determination Form



If sufficient information is provided, the written response from FEMA will indicate FEMA's concurrence or disagreement with the lender's determination and indicate whether the subject building is in the SFHA shown on the effective NFIP map. If sufficient information is not provided, the written response will indicate that additional information must be submitted.

The procedures to be followed in processing requests for LODRs are detailed in the subsections below. The procedures are also presented graphically in the process flowchart in Figure 3-4, which appears at the end of this section. Descriptions and copies of letters and other documents cited in this chapter are provided in Appendix C.

### **3.4.2 Review and Processing Fees**

FEMA assesses a review and processing fee for LODR requests. The current fee is \$80 per request and it applies to all requests, regardless of the determination that is issued. As with other review and processing fees, FEMA will review the LODR fees on an annual basis and change the fees as appropriate.

### **3.4.3 Initial Review and Processing Requirements**

Within 5 days of receipt of a LODR request, the following tasks are to be completed:

1. The MCC opens, inventories, and date-stamps the submitted information.
2. The MCC logs the request into the Standard Flood Hazard Tracking and Correspondence System (TCS). The TCS automatically assigns a case number for the request.
3. The MCC verifies that the borrower/lender notice and postmark date are not more than 45 days apart, that the correct fee is provided and is in a form that can be deposited directly to the NFIF, and that the current (effective) NFIP map was used in making the determination.
4. The MCC verifies whether all required supporting information have been submitted, including the following :
  - Written request for a determination signed by the borrower and the lender;
  - Copy of the lender's written notification to the borrower that the building or manufactured home is in an identified SFHA;
  - Completed Standard Flood Hazard Determination Form;
  - Copy of a plat map or Tax Assessor's map;
  - Copy of a map showing the location of the building or manufactured home on the property; and
  - Copy of effective FIRM (or FHBM) annotated to show location of property.

5. If any of the items listed in Item Nos. 3 and 4 are missing or conditions listed in Item Nos. 3 and 4 have not been met, the MCC prepares a return package. Using the TCS database, the MCC prepares one of the following return notices:
  - TCS-1 (page C-155) if the request is too late;
  - TCS-2 (page C-157) or TCS-3 (page C139) if the data submitted are insufficient;
  - TCS-4 (page C-161) if the fee submitted is insufficient; and
  - TCS-5 (page C-163) if the fee submitted is non-negotiable and, therefore, cannot be deposited.
6. The MCC mails the return package to the borrower with the appropriate return notice and updates the TCS database. The return package shall include all items submitted by the borrower, including the payment.
7. If all required items have been submitted, the MCC logs the case in the TCS database, processes the payment, acknowledges the request, and initiates the case review in accordance with the steps below.
  - a. The MCC annotates the check with the case number, makes a copy of the check, and sends the original check to the FCSA with a transmittal log. The MCC keeps the copy of the check and transmittal log in the case file for the request.
  - b. The FCSA logs, endorses, and deposits the payment in the bank.
  - c. The FCSA sends a copy of the fee deposit to the MCC.
  - d. The MCC enters a “Y” in the “Post Card” field of the TCS database and uses the TCS database to prepare an acknowledgment post card (TCS-6, page C-165).
  - e. The MCC mails the acknowledgment post card to the borrower and lender.
  - f. The MCC updates the TCS database to indicate the acknowledgment post card was mailed and begins the final review.

### **3.4.4 Final Review and Processing Requirements**

After the acknowledgment post card is mailed, the MCC reviews the request and processes the required documentation in accordance with the procedures summarized below.

1. The MCC verifies the location, NFIP community name, and community identification number (CID). If a property is in an area that has been annexed to a community, the MCC must ensure that the name and CID for the community that has jurisdictional authority for the property is used in the determination.

2. The MCC checks the CIS databases, case files, and other community-based files for completed or in-progress LOMAs, LOMR-Fs, and LOMRs for the area in which the property in question is located.
3. The MCC verifies the structure location.
4. The MCC evaluates the submitted information and makes a preliminary determination, updates the TCS database to indicate the preliminary determination is complete, and prepares one of the following determination letters using the TCS database:
  - TCS-7 (page C-167), if an outdated NFIP map was used by the lender in making the determination;
  - TCS-8 (page C-169), if the information submitted is not sufficient to definitively locate the affected structure;
  - TCS-9 (page C-171), if the structure is in the SFHA;
  - TCS-10 (page C-173), if the structure is not in the SFHA;
  - TCS-11 (page C-175), if the structure is not in the SFHA because no NFIP map exists; and
  - TCS-12 (page C-177), if the request will be processed as a request for a LOMR-F or LOMA in accordance with the procedures in Sections 2 and 3, respectively.
5. If the request is denied and the elevation data submitted indicate the property may be removed by a LOMA or LOMR-F, the MCC notifies the borrower and lender in the response letter that the processing of a LOMA or LOMR-F request has been initiated. When the LODR is completed, all data are reviewed in accordance with the procedures for LOMR-Fs or LOMAs detailed in Sections 2 and 3, respectively, of this Manual.
6. Senior MCC staff perform a quality control review of the determination letter to ensure its accuracy.
7. If the MCC believes the determination is straightforward, the MCC sends a case docket to FEMA for concurrence.
8. If FEMA staff concur with the determination, the MCC proceeds with distribution. (See Item No. 11.) If FEMA staff do not concur with a docketed determination or would like to review the supporting information, the MCC submits the determination for review in accordance with Item 10.

9. If the MCC believes the determination is not straightforward (i.e., a “gray” case), the MCC sends the determination letter, supporting information, and gray case information sheet (TCS-13, page C-179) to FEMA for concurrence. If FEMA staff concur with the determination, all materials are returned to the MCC and the MCC proceeds with distribution. (See Item No. 11.) If FEMA staff do not concur with the determination, the MCC reviews the submitted information again, coordinates with FEMA staff as appropriate, and submits a new determination letter, if required.
10. Upon receipt of FEMA concurrence, the MCC mails the determination letter to the borrower and sends a copy to the lender and updates the TCS database as appropriate.
11. If LOMA or LOMR-F processing is required, the MCC initiates the appropriate review and documentation in accordance with Subsections 3.1 and 3.2.
12. If LOMA or LOMR-F processing is not required, the MCC files all letters and supporting documentation in the archival files.

### **3.5 DISTRIBUTION REQUIREMENTS**

Sample copies of the standard documents to be prepared by the MCC during the processing of less complicated map change requests are provided in Appendix C.

The distribution for each document is shown on each sample copy and summarized in Table 3-1.

Table 3-1. Distribution Requirements for Standard Documents Used in Processing Conditional and Final Map Revision Based on Fill, Conditional and Final Map Amendments, and Letters of Determination Review

Document Number	State Coordinator	Regional Director	MT-TS-HS Chron	MCC Case File	Community Map Repository	LOMC Distribution Service	FCSA
216-A				X			
216-D(1)			X	X			X <sup>1</sup>
216-D(2)			X	X			X <sup>1</sup>
216-DF(1)			X	X			X <sup>1</sup>
216-DF(2)			X	X			X <sup>1</sup>
216-FEE(1)			X	X			X
216-FEE(2)			X	X			X
216-REFUND(1)			X	X			X
216-REFUND(2)			X	X			X
216-RETURN(1)			X	X			X
216-RETURN(2)			X	X			X
218-65-CN		X		X			
218-65-CNS		X		X			
218-65-CR		X		X			
218-65-CRS		X		X			
218-65-C(MULTI)		X		X			
218-65-F	X	X		X		X	
218-65-N		X		X		X	

Table 3-1. Distribution Requirements for Standard Documents Used in Processing Conditional and Final Map Revisions Based on Fill Conditional and Final Map Amendments, and Letters of Determination Review

Document Number	State Coordinator	Regional Director	MT-TS-HS Chron	MCC Case File	Community Map Repository	LOMC Distribution Service	FCSA
218-65-NF		X		X		X	
218-65-NFS		X		X		X	
218-65-NS		X		X		X	
218-65-O		X		X		X	
218-65-R	X	X		X		X	
218-65-RS	X	X		X	X	X	
218-65(MULTI)	X	X		X	X	X	
218-65-R-REI	X	X		X	X	X	
218-65-RS-REI	X	X		X	X	X	
218-65-W		X		X	X		
218-70-CNS		X	X	X			
218-70-CRS		X	X	X			
218-70-CRS-CNS		X	X	X			
218-70-F	X	X	X	X		X	
218-70-I (1)		X	X	X			
218-70-I (2)		X	X	X			
218-70-N		X	X	X		X	

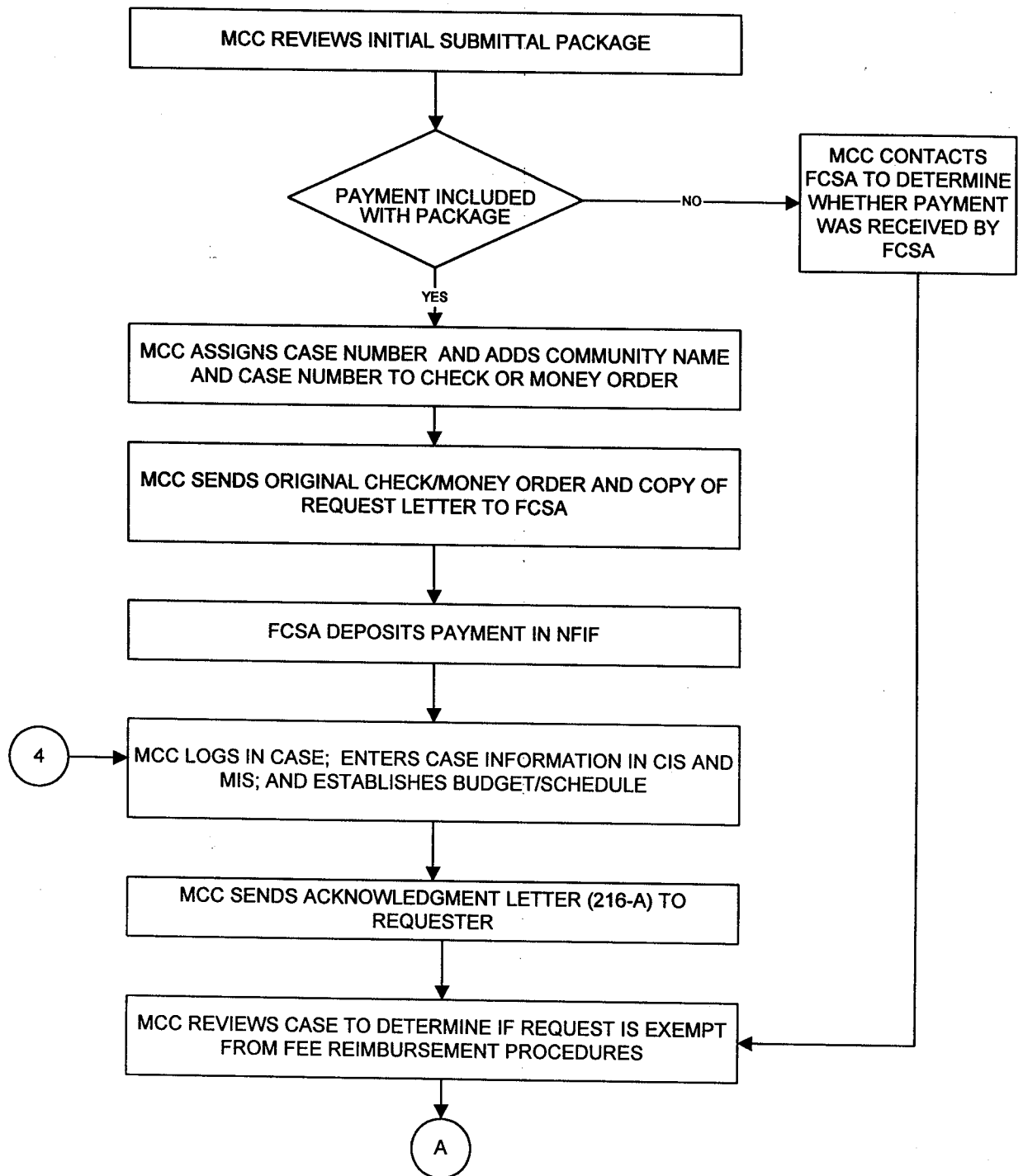
<b>Document Number</b>	<b>State Coordinator</b>	<b>Regional Director</b>	<b>MT-TS-HS Chron</b>	<b>MCC Case File</b>	<b>Community Map Repository</b>	<b>LOMC Distribution Service</b>	<b>FCSA</b>
218-70-NF		X	X	X		X	

Table 3-1. Distribution Requirements for Standard Documents Used in Processing Conditional and Final Map Revisions Based on Fill, Conditional and Final Map Amendments, and Letters of Determination Review

<b>Document Number</b>	<b>State Coordinator</b>	<b>Regional Director</b>	<b>Originator</b>	<b>MCC Case File</b>	<b>Community Map Repository</b>	<b>LOMC Distribution Service</b>	<b>FCSA</b>
218-70-NS		X	X	X		X	
218-70-O		X	X	X		X	
218-70-OS		X	X	X		X	
218-70-R	X	X	X	X	X	X	
218-70-RS	X	X	X	X	X	X	
218-70(MULTI)	X <sup>1</sup>	X	X	X	X <sup>1</sup>	X <sup>1</sup>	
218-70-R-REI		X	X	X		X	
218-70-RS-REI		X	X	X		X	
218-70-W		X	X	X			
219		X		X	X		
CLOMAENC		X		X	X		
CLOMRF-ENC		X		X			
LOMA1.ENC		X		X	X	X	
LOMA2.ENC		X		X		X	
LOMRFENC-1	X	X		X			

LOMRFENC-2	X	X		X			
REFUND1.MEM			X	X			X
REFUND2.MEM			X	X			X





**Figure 3-2. Processing Procedures for LOMR-Fs and CLOMR-Fs**

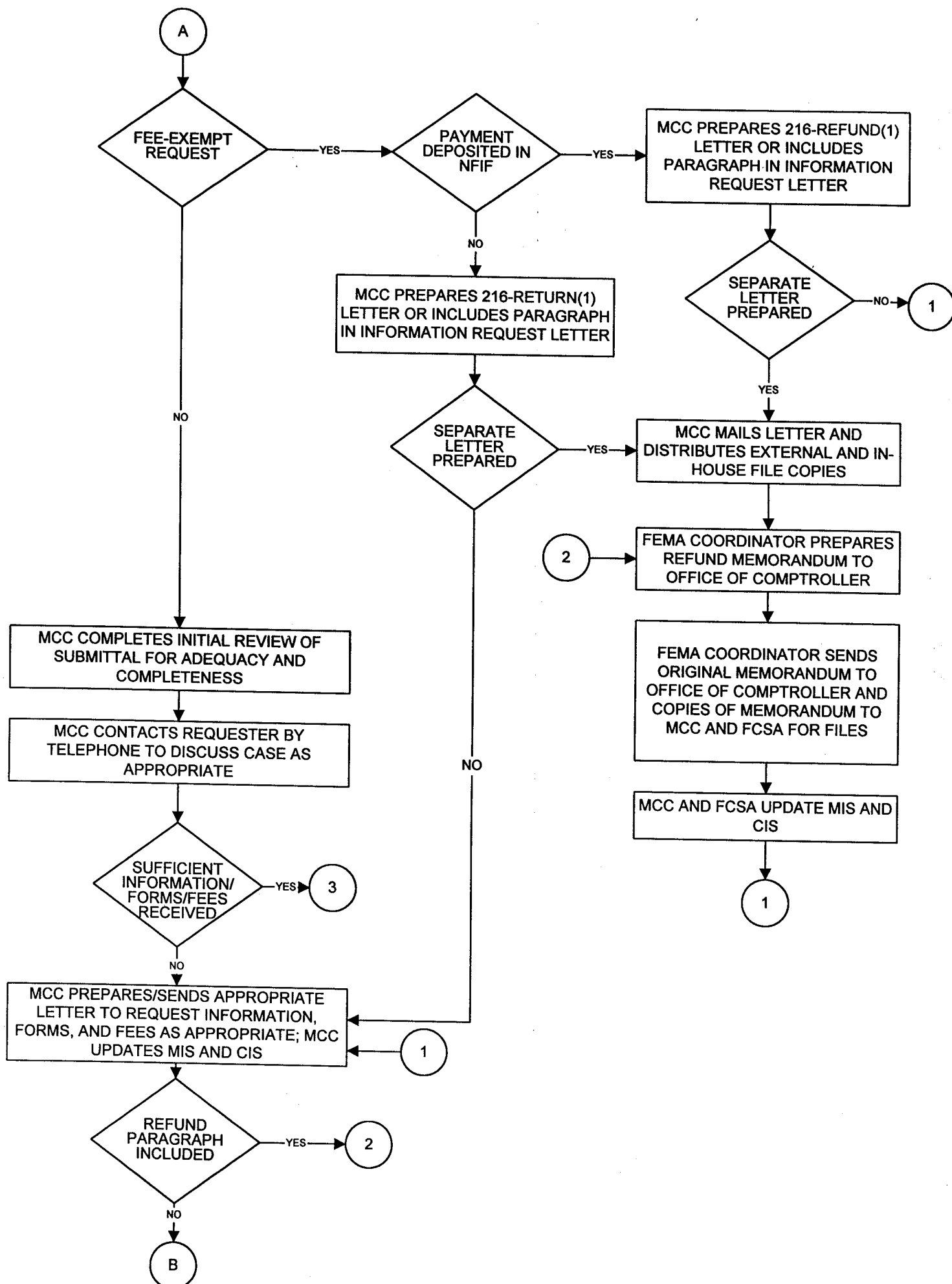


Figure 3-2. Processing Procedures for LOMR-Fs and CLOMR-Fs (Cont'd)

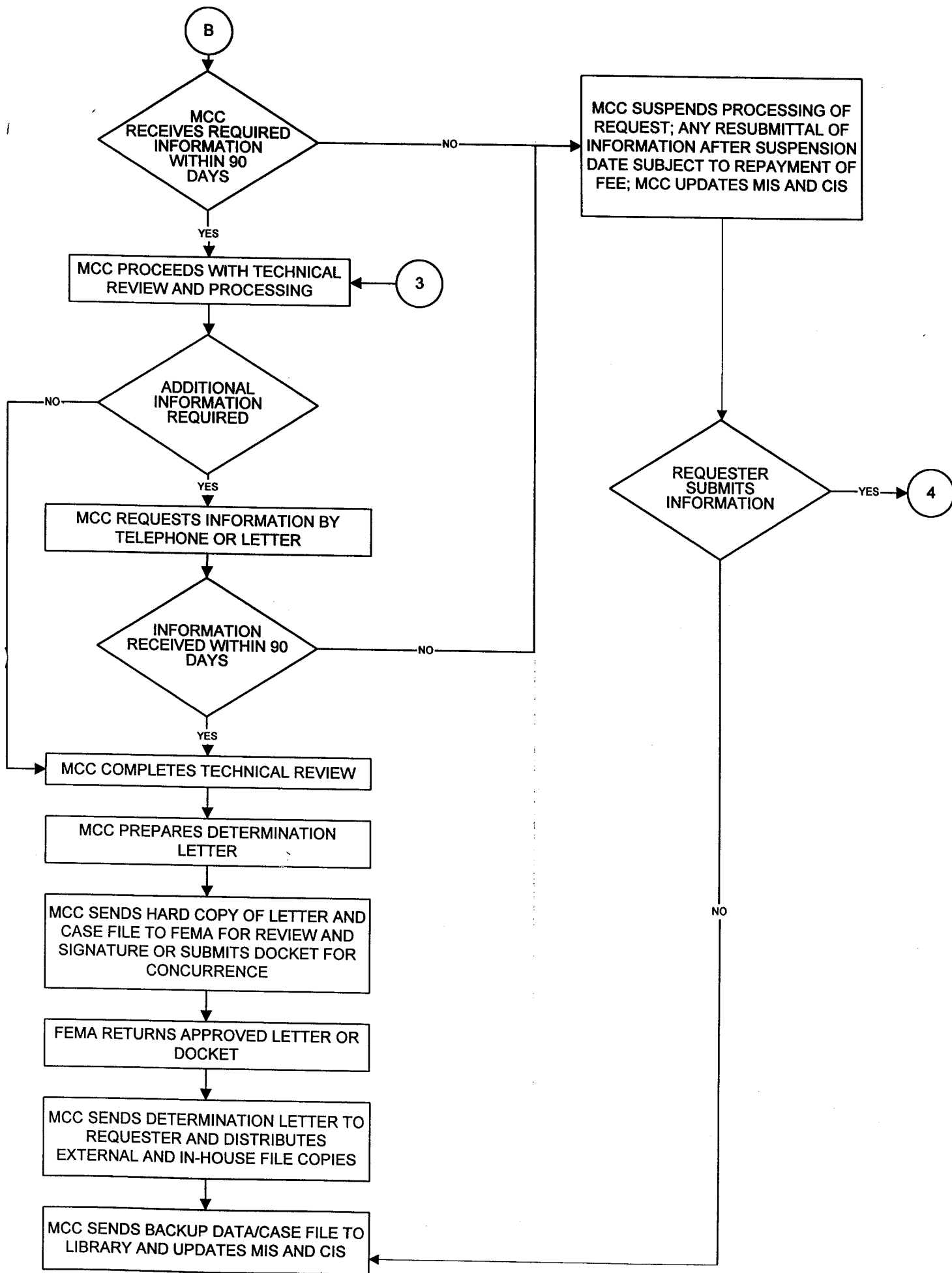
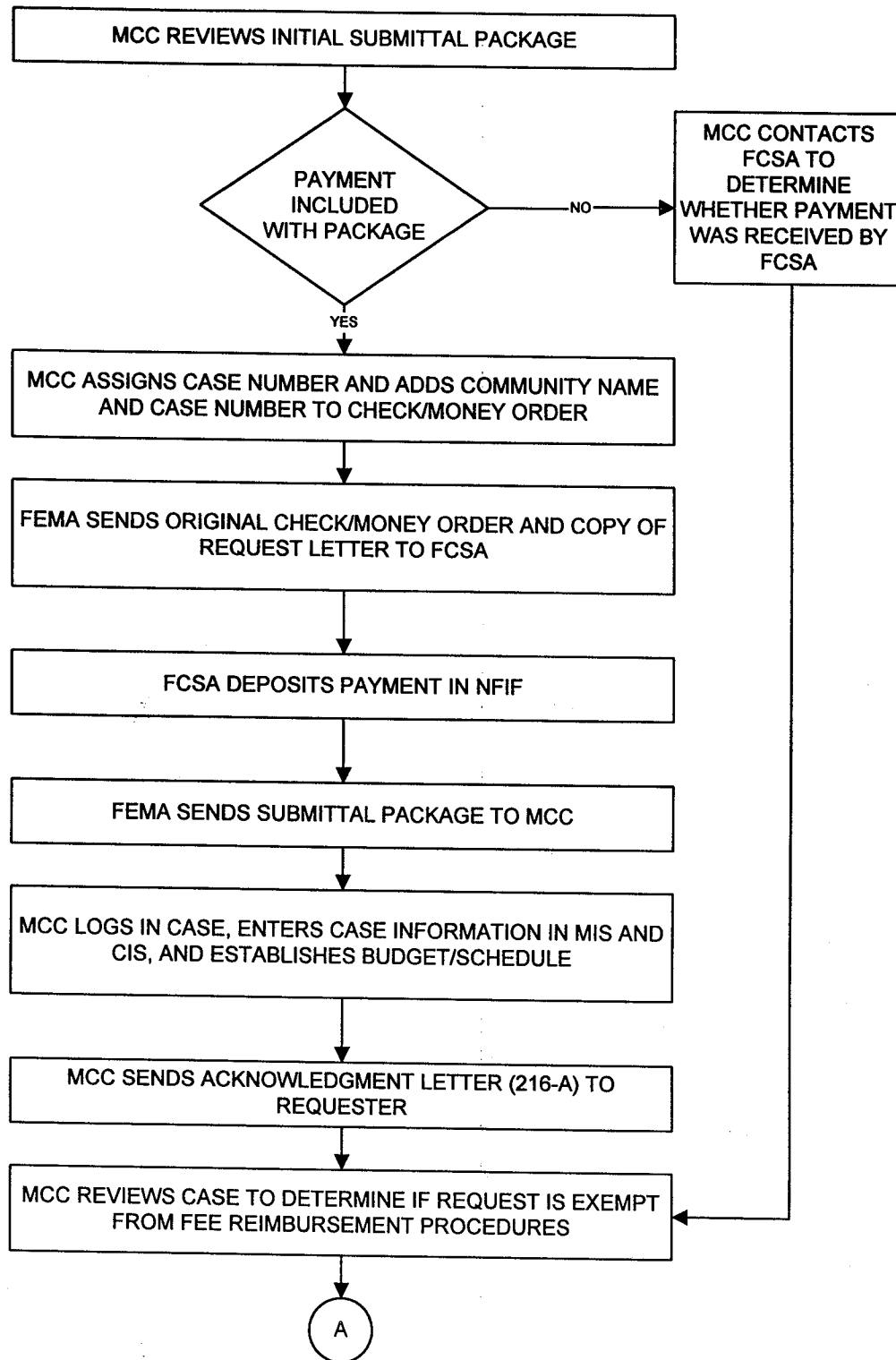


Figure 3-2. Processing Procedures for LOMR-Fs and CLOMR-Fs (Cont'd)

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**Figure 3-3. Processing Procedures for LOMAs and CLOMAs**

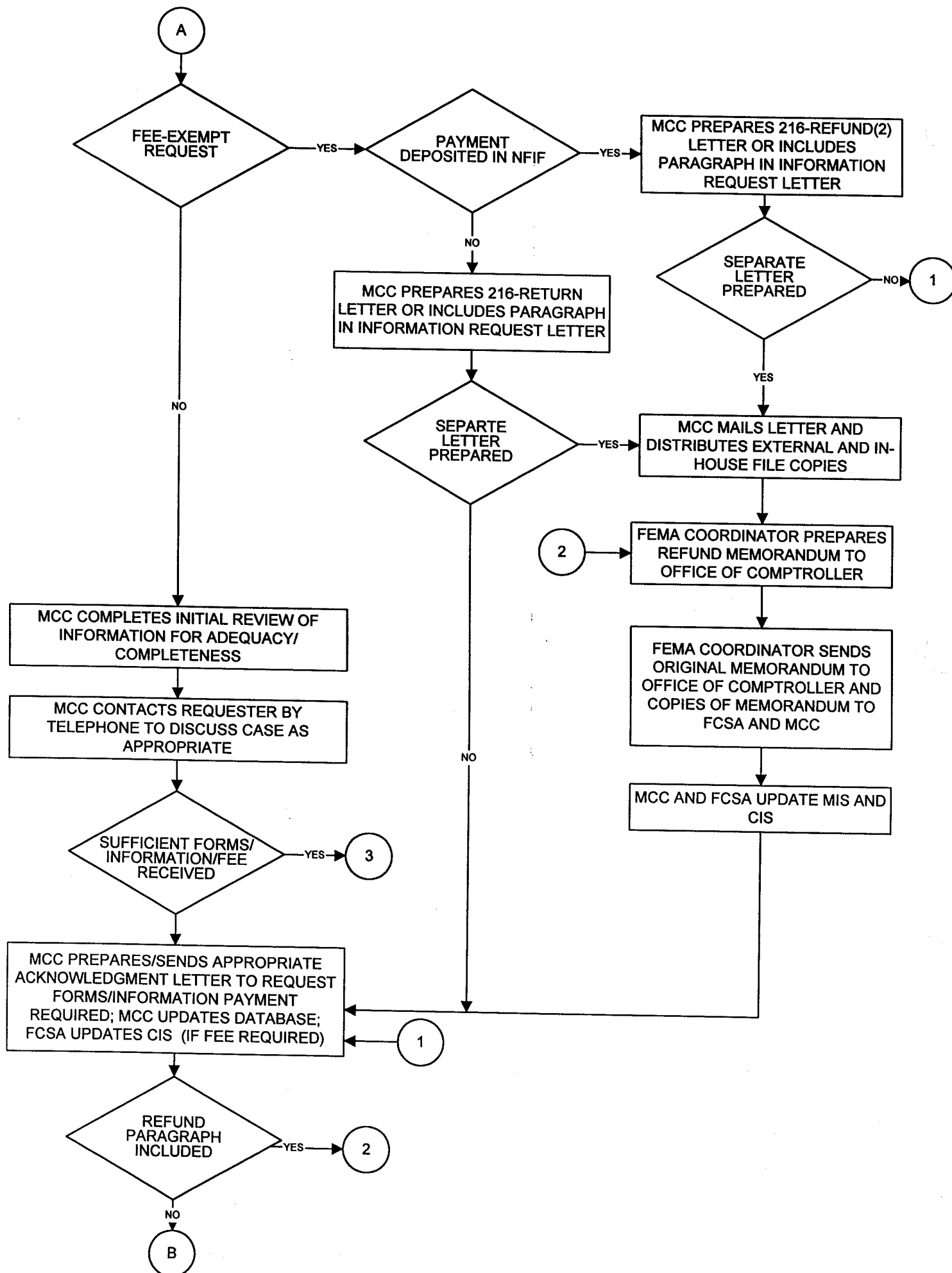


Figure 3-3. Processing Procedures for LOMAs and CLOMAs (Cont'd)

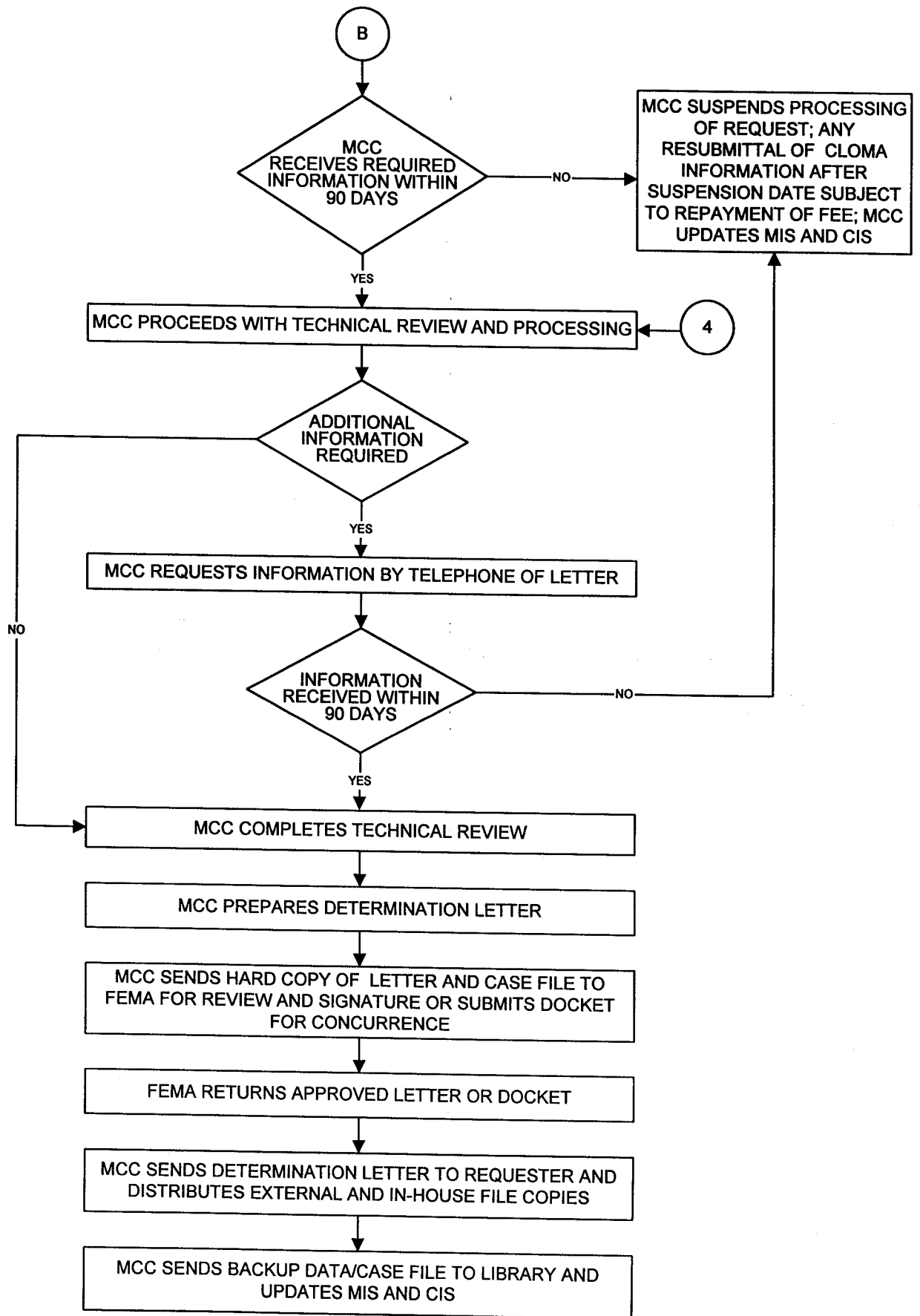


Figure 3-3. Processing Procedures for LOMAs and CLOMAs (Cont'd)

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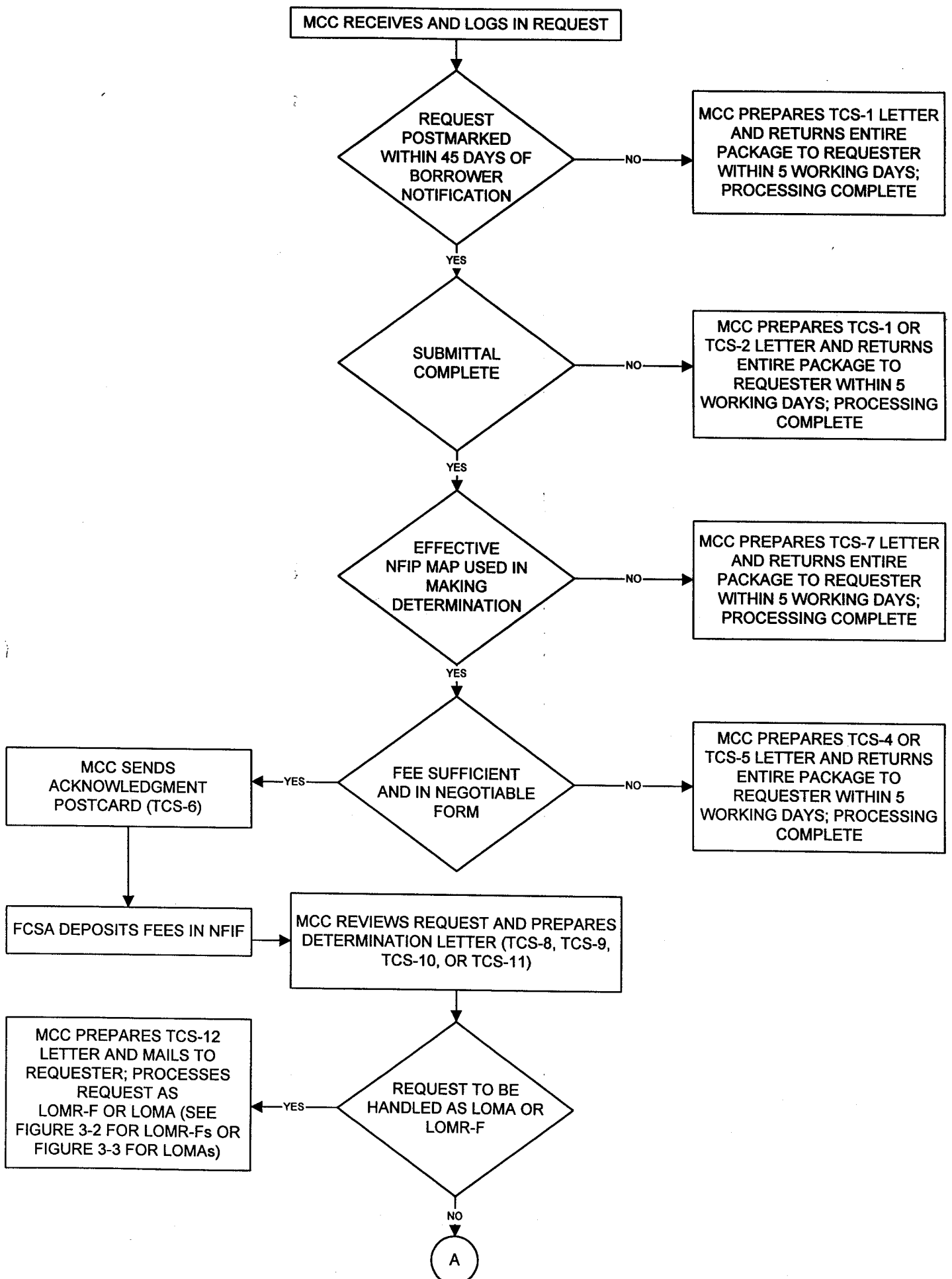


Figure 3-4. Procedures for Processing LODRs

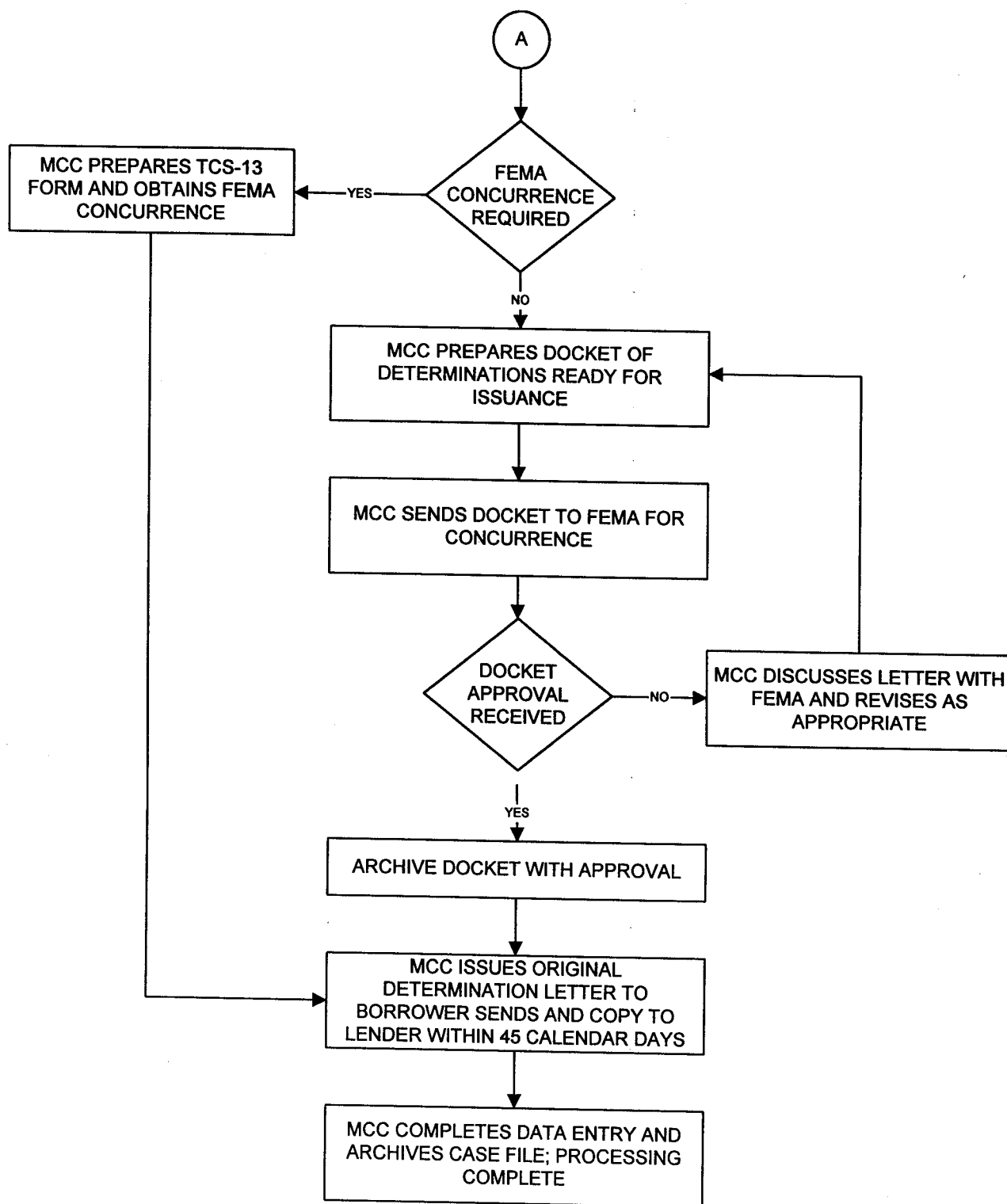


Figure 3-4. Procedures for Processing LODRs (Cont'd)

## **SECTION 4**

# **PROCESSING PROCEDURES FOR SPECIAL CONVERSIONS**

This chapter outlines the standard procedures for converting communities to the Regular Phase of the NFIP using special conversion procedures. Under special conversion procedures, non-floodprone and minimally floodprone communities are converted to the Regular Phase of the NFIP without a detailed study being performed for FEMA or BFEs being determined. Detailed flow diagrams for non-floodprone conversions, minimal floodprone conversions by letter, and minimal floodprone conversions with maps are provided in Figures 4-1 through 4-4 at the end of this section. Descriptions and copies of the documents cited in this chapter are provided in Appendix D.

### **4.1 CRITERIA FOR SPECIAL CONVERSIONS**

Non-floodprone communities are those communities that are determined not to be subject to inundation by the base (1-percent-annual-chance) flood. The following three guidelines are considered in determining whether a community is non-floodprone:

1. All SFHAs in the community are permanently narrowed to less than 200 feet wide.
2. All drainage areas in the community are less than 1 square mile.
3. The SFHAs are considered non-developable as a result of remoteness or physiography.

If the flood hazard areas in the community do not fit these guidelines, the community may not be considered as non-floodprone. As discussed later in this chapter, non-floodprone conversions are handled by correspondence alone. No FIRM is issued, and the effective FHBM (if one exists) is rescinded. The entire community is designated as Z one X (unshaded).

Minimally floodprone communities are those communities that are subject to inundation by the base flood, but existing conditions indicate the floodprone areas are unlikely to be developed in the foreseeable future. One, or preferably a combination, of the following criteria must be met for a community is to be considered minimally floodprone:

1. The floodplain is publicly owned and is designated for open space or preservation.
2. Zoning laws, sanitary codes, subdivision regulations, shoreland regulations, or other community regulations effectively prohibit floodplain development.
3. Surrounding land use or topography limits the development potential (e.g., the surrounding land is used for agriculture and is likely to remain so for at least 5 years).
4. The community population is decreasing or stable, and no pressure for development in the floodplain is likely in the foreseeable future.
5. The floodplain in the community is remote and uninhabited, and future development is unlikely.

In assessing the development potential of the floodplain in a community, the size of the undeveloped floodplain relative to the size of the community also is considered. The larger the proportion, the more likely it is that the floodplain will be subject to development pressure.

## 4.2 INITIATION OF SPECIAL CONVERSIONS

FEMA RO, FEMA HQ, or MCC representatives may recommend that a community be converted to the Regular Phase of the NFIP using special conversion procedures. If the RO staff, in consultation with the community, evaluates the flooding problems in the community based on the criteria in Subsection 4.1 and determines special conversion procedures are appropriate, the RO staff prepares a Special Conversion Recommendation Report (SCRR). The RO staff then submits the SCRR (page D-71) and any supporting data to the PO or other appropriate FEMA HQ staff for review.

In the course of evaluating a study, restudy, or PMR, FEMA HQ or MCC staff may determine that a community meets the criteria in Subsection 4.1. When this occurs, the MCC works with the Project Engineer or other FEMA HQ staff to prepare and send a memorandum recommending the special conversion to the RO for review. If the RO staff concurs with the recommendation, the RO staff submits an SCRR to initiate the conversion process. **The MCC does not initiate the special conversion procedures for any community without RO approval in the form of an SCRR or similar documentation and approval from the PO or designee.**

In preparing the SCRR, the RO staff recommends one of the following conversion actions:

- Non-floodprone conversion;
- Minimal conversion with current FHBM converted to FIRM by letter; or
- Minimal conversion with FIRM printed.

For a minimal conversion with a FIRM printed, the RO staff recommends one of the following mapping options or specifies an alternative mapping option:

- FIRM showing all SFHAs as Z one A;
- FIRM Index only, noting that all areas are Z one D; or
- FIRM with one or more panels showing Z ones A and C/X (unshaded) for most populated areas with all areas of undetermined flood hazards shown as Z one D.

Each of these actions is discussed in more detail later in this section.

## 4.3 INITIAL PROCESSING

The initial processing of a non-floodprone or minimal conversion shall be handled as follows:

1. Upon receipt of an SCRR or similar documentation from the FEMA RO, FEMA forwards the SCRR and supporting data to the MCC.
2. The MCC reviews the SCRR to determine the conversion type, logs the assignment into the MCC in-house MIS, and updates the SOS module on the FEMA CIS. The MCC then includes all dates and other status-related information in regular updates of both systems.

3. The MCC establishes a case file for the assignment and places a copy of the SCRR in the file. The MCC then includes all correspondence, telephone conversation records, and other documents relating to the assignment in the case file.
4. The MCC reviews the submittal package to determine whether sufficient information has been provided by the RO to begin the technical review and processing. The MCC coordinates with FEMA HQ and RO staff, as appropriate, to obtain the required information.
5. Upon receipt of all required information, the MCC begins the technical review and processing.

#### **4.4 TECHNICAL REVIEW AND PROCESSING FOR NON-FLOODPRONE CONVERSIONS**

The procedures below are followed in reviewing and processing requests for non-floodprone conversions.

1. The MCC determines whether a non-floodprone conversion is appropriate by:
  - Checking the drainage areas for all flooding sources affecting the community to determine whether they are less than 1 square mile;
  - Checking the SFHAs shown on the existing FHBM for the community to verify whether they are less than 200 feet wide; and
  - Checking other physiographic characteristics that could preclude floodplain development.
2. If the MCC determines that none of the criteria in Item No. 1 have been met for at least one of the flooding sources in the community, the MCC informs the FEMA Project Engineer.
3. The Project Engineer notifies the RO staff of the findings and obtains additional justification for the recommendation.
4. When the criteria in Item No. 1 are met, the MCC prepares one of the following conversion letters:
  - 205 (page D-51)—For communities that are participating in the Emergency Phase of the NFIP with an FHBM;
  - 205-NP (page D-55)—For communities that are **not** participating in the Emergency Phase of the NFIP, and an FHBM has been issued; or
  - 206 (page D-57)—For communities that are participating in the Emergency Phase of the NFIP **without** an FHBM.

The conversion letter includes the conversion effective date, which is 2 weeks from the anticipated date of the conversion letter.

5. If there are no special circumstances in the letter requiring FEMA review and signature, the MCC includes the conversion letter in a list with other conversion letters and submits the list to the FEMA Project Engineer via the docket process. If special circumstances do exist, the MCC submits the conversion letter to FEMA for review and signature.
6. The FEMA Project Engineer returns concurrence on the docket or the signed letter to the MCC.

7. The MCC verifies that the conversion effective date is at least 2 weeks from the date of the conversion letter, mails the signed letter to the CEO, and distributes external and in-house file copies in accordance with the requirements detailed in Subsection 4.9.
8. The MCC prepares the CMA form and submits the form, in digital format, to the MSC along with the conversion letter 2 weeks before the conversion effective date.
9. If the signed “Certified Mail” receipt is not received by the MCC within 2 weeks after the date the conversion letter is mailed, the MCC contacts the community to verify receipt of the letter.
10. If the community has not received the conversion letter, the MCC notifies FEMA and forwards a duplicate copy of the conversion letter to the CEO.
11. Once the MCC determines that the community has received the conversion letter, the MCC updates the CIS database and files the community file and all backup information in the library archives.

## 4.5 TECHNICAL REVIEW AND PROCESSING FOR MINIMAL FLOODPRONE CONVERSIONS BY LETTER

If no changes to the SFHAs shown on the FHBM are required, the RO may recommend that a minimally floodprone community be converted without a FIRM. In such cases, the procedures below shall be followed.

1. The MCC verifies whether the conversion without a map is appropriate by:
  - Checking the correctness of the corporate limits, floodplain boundary delineations, and other physical and cultural features shown on the FHBM; and
  - Comparing the FHBM to readily available community maps, FIRMs, and/or FHBMs for adjacent communities, and readily available topographic maps.
2. If the MCC determines that the corporate limits, floodplain boundary delineations, or other physical or cultural features shown on the FHBM are incorrect or the MCC locates sufficient data to warrant the initiation of an XDS, the MCC notifies the FEMA PO or Project Engineer.
3. The Project Engineer notifies the RO staff of the findings and obtains additional justification for the recommendation or concurrence on the initiation of an XDS or special conversion with a map.
4. If FEMA RO and HQ staff agree that the community should be converted without a FIRM, the MCC prepares one of the following conversion letters:
  - 196-C-FHBM (page D-19)—For communities that **are** compliant with NFIP regulations according to RO staff; or
  - 196-NC-FHBM (page D-33)—For communities that are **not** compliant with NFIP regulations according to RO staff.

The conversion letter includes the conversion effective date, which must be on the first day of a month. The conversion effective date for the 196-C-FHBM letter must be **at least 1 month** after the date of the letter, while the conversion effective date for the 196-NC-FHBM must be **at least 6 months** after the date of the letter.

5. If there are no special circumstances in the letter requiring FEMA review and signature, the MCC includes the conversion letter in a list with other conversion letters and submits the list to the FEMA Project Engineer via the docket process. If special circumstances do exist, the MCC submits the conversion letter to FEMA for review and signature.
6. The Project Engineer returns concurrence on the docket or the signed letter to the MCC.
7. The MCC verifies that the dating requirements in Item No. 4 are met and mails the signed letter to the CEO along with a copy of the effective FHBM, annotated to show the FHBM has been changed to a FIRM, and a copy of the NFIP regulations. The standard note that appears on the FHBM reads as follows:

**THIS FHBM CONVERTED BY LETTER TO FIRM DATED (EFFECTIVE  
DATE OF FIRM).**

8. The MCC then distributes external and in-house file copies in accordance with the requirements detailed in Subsection 4.9.
9. If the signed Certified Mail receipt is not received by the MCC within 2 weeks of the date the conversion letter is mailed, the MCC contacts the community to verify receipt of the letter.
10. For a compliant community that has not received the conversion letter, the MCC notifies FEMA and forwards a duplicate copy of the conversion letter to the CEO.
11. For a noncompliant community that has not received the conversion letter, the MCC coordinates with the FEMA Project Engineer to determine whether the conversion effective date should be changed or the compliance period should be extended to allow the community a full 6-month period to adopt compliant floodplain management ordinances.
12. The MCC prepares the CMA form and the 198 notice (page D-47) and submits them to the MSC no later than 4 weeks before the conversion effective date for compliant communities and no later than 4 months before the conversion effective date for noncompliant communities.
13. The MSC distributes the 198 notice, which notifies users of the conversion of the FHBM to a FIRM.
14. For communities that did not have compliant ordinances when the conversion letter was issued and that have failed to submit compliant ordinances to the RO within the first 90 days after the conversion letter is sent, PSD requests that the MCC prepare a suspension letter in accordance with the procedures detailed in Subsection 4.7.
15. The MCC updates the CIS database and sends the community file, maps, and all backup information to the library archives.

## **4.6 TECHNICAL REVIEW AND PROCESSING FOR MINIMAL FLOODPRONE CONVERSIONS WITH MAPS**

If changes to the SFHAs shown on the FHBM are required, the RO will recommend that a minimally floodprone community be converted to the Regular Phase of the NFIP with a FIRM. The procedures in Subsections 4.6.1, 4.6.2, and 4.6.3 shall be followed in performing the technical review, preparing the FIRM, and preparing and processing the required documents.

### **4.6.1 Technical Review**

The technical review shall be performed in accordance with the procedures below.

1. The MCC compiles the most current data available relative to the FHBM, including the following:
  - USGS topographic maps and Floodprone Area Maps;
  - All supporting data and artwork for the effective FHBM;
  - NFIP maps and reports for adjacent communities;
  - Community maps; and
  - Floodplain Information reports and other reports available from USGS, NRCS, and USACE.
2. The MCC reviews the CIS database and in-house databases and files to determine whether information from earlier map amendments and revisions, Annual Reports, and Biennial Reports exists.
3. The MCC reviews all available materials and notifies the FEMA Project Engineer if problems are encountered or if sufficient data exist to initiate an XDS.
4. The Project Engineer notifies the RO staff of the findings and obtains concurrence on how problems will be resolved or on the initiation of an XDS.
5. If FEMA RO and HQ staff agree that the community should be converted under special conversion procedures with a FIRM and all technical problems identified by the MCC are addressed, the MCC prepares a FIRM and appropriate correspondence.

### **4.6.2 Map Preparation**

The MCC prepares the FIRM Index and FIRM panels in accordance with Appendix B of *Guidelines and Specifications for Flood Map Production Coordination Contractors*, dated February 17, 1999. The MCC labels all SFHAs as Zone A and generally labels all areas outside the SFHAs as Zone X (unshaded). At the request of the RO, the MCC labels the areas outside the SFHAs as Zone D when the areas are remote and uninhabited. Any exceptions to this labeling must be approved by the PO or designee.

At the request of the RO, the MCC may also prepare a FIRM Index only for communities that are considered remote and uninhabited. In such cases, the Index will note that all areas in the community are in Zone D.

### **4.6.3 Map and Correspondence Processing**

The procedures to be followed in processing the Preliminary FIRM and related standard documents will vary, depending on whether an FHBM is already in effect for the community, whether the community is included in a countywide study, and whether the community is considered remote and uninhabited.



### **Communities with Effective Flood Hazard Boundary Maps**

The MCC prepares special conversion notification and transmittal letters as follows if an FHBM is in effect for the community:

1. If the community **is** compliant with the NFIP regulations according to RO staff, the MCC prepares a 196-C-O letter (page D-21). This letter notifies the community of the special conversion and transmits Preliminary copies of the FIRM to the community for a 30-day review period. The MCC mails the letter and enclosures to the CEO and floodplain administrator at least 6 months before the conversion effective date cited in the letter.
2. If the community is **not** compliant with the NFIP regulations according to RO staff, the MCC prepares a 196-NC-O letter (page D-39). This letter notifies the community of the special conversion and transmits Preliminary copies of the FIRM for a 30-day review period. The MCC mails the letter and enclosures to the CEO and floodplain administrator at least 6 months before the conversion effective date cited in the letter.
3. If there are no special circumstances in the letter requiring FEMA review and signature, the MCC includes the conversion letter in a list with other conversion letters and submits the list to the FEMA Project Engineer via the docket process. If special circumstances do exist, the MCC submits the conversion letter to FEMA for review and signature.
4. The Project Engineer returns concurrence on the docket or the signed letter to the MCC.
5. The MCC mails the letter to the CEO and floodplain administrator along with two Preliminary copies of the FIRM and a copy of the NFIP regulations. The MCC then distributes external and in-house file copies of the letters and maps in accordance with the requirements detailed in Subsection 4.9.
6. If the signed "Certified Mail" receipt for the conversion letter is not received by the MCC within 2 weeks after the date the conversion letter is mailed, the MCC contacts the community to verify receipt of the letter.
7. For a compliant community that has not received the conversion letter, the MCC notifies the FEMA Project Engineer and forwards a duplicate copy of the conversion letter to the CEO.
8. For a noncompliant community that has not received the conversion letter, the MCC coordinates with the FEMA Project Engineer to determine whether to change the conversion effective date or extend the compliance period to allow the community a full 6-month period to adopt compliant floodplain management ordinances.
9. The MCC updates the MIS and CIS records for the community and sends the community file, maps, and all backup information to the library archives.

### **Communities Without Effective Flood Hazard Boundary Maps in Non-Countywide Format**

If a community does not have an effective FHBM, the RO will request, via the SCRR, that a FIRM be prepared. In such cases, the procedures below are followed.

1. If the community **is** participating in the Emergency Phase of the NFIP, the MCC prepares a 196-NC-I letter (page D-35). This letter notifies the community of the special conversion, transmits two Preliminary copies of the FIRM, and provides the conversion effective date. The letter is mailed to the CEO and floodplain administrator at least 6 months before the conversion effective date.
2. If the community is **not** participating in the Emergency Phase of the NFIP, the MCC prepares a different letter (196-NP-I, page D-43). Like the 196-NC-I letter, the 196-NP-I letter notifies the community of the special conversion, transmits two Preliminary copies of the FIRM, and provides the conversion effective date. This letter also is mailed to the CEO and floodplain administrator at least 6 months before the conversion effective date.
3. If there are no special circumstances in the letter requiring FEMA review and signature, the MCC includes the conversion letter in a list with other conversion letters and submits the list to the FEMA Project Engineer via the docket process. If special circumstances do exist, the MCC submits the conversion letter to FEMA for review and signature.
4. The Project Engineer returns concurrence on the docket or the signed letter to the MCC.
5. The MCC verifies that the dating requirements in Item Nos. 1 and 2 are met and mails the letter to the CEO of the community along with two Preliminary copies of the FIRM and a copy of the NFIP regulations.
6. The MCC then distributes external and in-house file copies in accordance with the requirements detailed in Subsection 4.9.
7. Within newly identified, noncompliant communities, the following periods commence simultaneously on the date the letter and Preliminary copies of the FIRM are issued:
  - A 6-month appeal period, during which scientific or technical data may be submitted to refute the determination by FEMA that SFHAs exist in the community; and
  - A 1-year compliance period, during which the community must adopt floodplain management ordinances that meet the minimum requirements for participation in the NFIP detailed in Paragraph 60.3(b) of the NFIP regulations.
8. If the signed “Certified Mail” receipt for the conversion letter is not received by the MCC within 2 weeks after the date the conversion letter is mailed, the MCC contacts the community to verify receipt of the letter.
9. If a compliant community did not receive the conversion letter, the MCC notifies the FEMA Project Engineer and forwards a duplicate copy of the conversion letter to the CEO.
10. If a noncompliant community did not receive the conversion letter, the MCC coordinates with the Project Engineer to determine whether to change the conversion effective date or extend the compliance period to allow the community a full 6-month period to adopt compliant floodplain management ordinances.

11. The MCC updates the MIS and CIS records for the community and sends the community file, maps, and all backup information to the library archives.

### **Communities Included in Countywide Study**

The processing of special conversions for communities included in a countywide study is different because of the length of time it takes for the countywide study to become effective. Unlike other conversions with a map, the conversion/effective date is not established at the time the Preliminary copies of the FIRM are issued; rather, the conversion/effective date is established when all statutory requirements for all of the affected communities in the county are met. The procedures below are to be followed for these types of special conversions.

1. If the community is participating in the Emergency Phase of the NFIP, but no SFHAs exist within the community, the MCC prepares a 204-CW letter (page D-49). This letter informs the community that the community has been included on a countywide FIRM, but no SFHAs exist in the community. If the community is located on one or more printed FIRM panels, Preliminary copies of these panels are provided to the community for review.
2. If SFHAs in the community are identified on the countywide FIRM, the MCC prepares a letter to inform the community CEO and floodplain administrator of the conversion and transmit Preliminary copies of the affected FIRM panels for review. If required, the letter may include a paragraph inviting the community to attend a final CCO meeting. If no meeting is to be held, the letter notifies the community that it has 30 days to review and comment on the Preliminary copies of the FIRM. The letters that may be prepared are as follows:
  - 195-CW (page D-7)—Community participating in Emergency Phase of NFIP; FHBM published;
  - 195-CW-I (page D-9)—Community participating in Emergency Phase of NFIP; FHBM **not** published;
  - 195-CW-I-NP (page D-11)—Community **not** participating in Emergency Phase of NFIP; FHBM **not** published; and
  - 195-CW-NP (page D-15)—Community **not** participating in the NFIP; FHBM published
3. If there are no special circumstances in the letter requiring FEMA review and signature, the MCC includes the conversion letter in a list with other conversion letters and submits the list to the FEMA Project Engineer via the docket process. If special circumstances do exist, the MCC submits the conversion letter to FEMA for review and signature.
4. The Project Engineer returns concurrence on the docket or the signed letter to the MCC.
5. The MCC mails the letter to the CEO along with two Preliminary copies of the FIRM and a copy of the NFIP regulations. The MCC then distributes external and in-house file copies in accordance with the requirements detailed in Subsection 4.9.
6. Within newly identified, non-participating communities, the following two periods commence simultaneously on the date the letter and preliminary copies of the FIRM are issued:
  - A 6-month appeal period, during which scientific or technical data may be submitted to refute the FEMA determination that SFHAs exist in the community; and

- A 1-year compliance period, during which the community must adopt floodplain management ordinances that meet the minimum requirements for participation in the NFIP detailed in Paragraph 60.3(b) of the NFIP regulations.
7. Once all statutory and regulatory requirements are met for the other communities included in the countywide study and an effective date for the countywide study is established, the MCC prepares one of the following letters to notify the community of the effective date and the deadline for submission of compliant floodplain management ordinances:
    - 205-CW (page D-53)—Non-floodprone community;
    - 196-CW (page D-25)—Community participating in Emergency Phase of NFIP; FHBM published;
    - 196-CW-I (page D-27)—Community participating in Emergency Phase of NFIP; FHBM **not** published; or
    - 196-CW-NP (page D-29)—Community **not** participating in Emergency Phase of NFIP
  8. If no special circumstances in the letter would require FEMA review and signature, the MCC includes the conversion letter in a list with other conversion letters and submits the list to the FEMA Project Engineer via the docket process. If special circumstances do exist, the MCC submits the conversion letter to FEMA for review and signature.
  9. The Project Engineer returns concurrence on the docket or the signed letter to the MCC.
  10. The MCC mails the letter to the CEO and floodplain administrator at least 6 months before the conversion effective date.
  11. The MCC distributes external and in-house file copies of the letters and maps in accordance with the requirements detailed in Subsection 4.9.
  12. If the signed “Certified Mail” receipt for the conversion letter is not received by the MCC within 2 weeks after the date the conversion letter is mailed, the MCC contacts the community to verify receipt of the letter.
  13. If a compliant community did not receive the conversion letter, the MCC notifies the FEMA Project Engineer and forwards a duplicate copy of the conversion letter to the CEO.
  14. If a noncompliant community did not receive the conversion letter, the MCC coordinates with the Project Engineer to determine whether to change the conversion effective date or extend the compliance period to allow the community a full 6-month period to adopt compliant floodplain management ordinances.
  15. The MCC updates the MIS and CIS records for the community and sends s the community file, maps, and all backup information to the library archives.

## **Remote and Uninhabited Communities**

When the RO requests that the MCC prepare only a FIRM Index showing the community as all Zone D, the procedures below are to be followed.

1. If the community is compliant with the NFIP regulations according to RO staff, the MCC prepares a 196-C-D letter (page D-17). This letter notifies the community of the special conversion and provides the conversion effective date. The letter is mailed to the CEO and floodplain administrator at least 6 months before the conversion effective date cited in the letter.
2. If the community is **not** compliant with the NFIP regulations, the MCC prepares a 196-NC-D letter (page D-31). This letter notifies the community of the special conversion and provides the conversion effective date. It also is mailed to the CEO and floodplain administrator at least 6 months before the conversion effective date.
3. If there are no special circumstances in the letter requiring FEMA review and signature, the MCC includes the conversion letter in a list with other conversion letters and submits the list to the FEMA Project Engineer via the docket process. If special circumstances do exist, the MCC submits the conversion letter to FEMA for review and signature.
4. The Project Engineer returns concurrence on the docket or the signed letter to the MCC
5. The MCC verifies that the dating requirements in Item Nos. 1 and 2 are met and mails the signed letter to the CEO of the community along with two Preliminary copies of the FIRM and a copy of the NFIP regulations.
6. The MCC distributes external and in-house file copies in accordance with the requirements detailed in Subsection 4.9.
7. If the signed "Certified Mail" receipt for the conversion letter is not received by the MCC within 2 weeks after the date the conversion letter is mailed, the MCC contacts the community to verify receipt of the letter.
8. If a compliant community has not received the conversion letter, the MCC notifies the FEMA Project Engineer and forwards a duplicate copy of the conversion letter to the CEO.
9. If a noncompliant community did not receive the conversion letter, the MCC coordinates with the Project Engineer to determine whether to change the conversion effective date or extend the compliance period to allow the community a full 6-month period to adopt compliant floodplain management ordinances.
10. The MCC updates the MIS and CIS records for the community and sends the community file, maps, and all backup information to the library archives.

#### **4.6.4 Processing of Revised Preliminary and Final Maps**

The procedures below are followed in processing Revised Preliminary and final reproducible (camera-ready) copies of FIRMs.

1. If community comments on the Preliminary copies of the FIRM are received, the MCC evaluates whether Revised Preliminary copies of the FIRM are required and obtains PO approval before preparing the Revised Preliminary copies.
2. If the PO directs the MCC to prepare Revised Preliminary copies, the MCC revises the FIRM as appropriate and prepares a 197-RP letter (page D-45).
3. If there are no special circumstances in the letter requiring FEMA review and signature, the MCC includes the conversion letter in a list with other conversion letters and submits the list to the FEMA Project Engineer via the docket process. If special circumstances do exist, the MCC submits the conversion letter to FEMA for review and signature.
4. The Project Engineer returns concurrence on the docket or the signed letter to the MCC.
5. The MCC mails the 197-RP letter and two Revised Preliminary copies of the FIRM to the CEO of the community and distributes external and in-house file copies in accordance with the distribution requirements detailed in Subsection 4.9.
6. If the community did not have compliant ordinances when the conversion letter was issued and the community fails to submit compliant ordinances to the RO within the first 90 days of the date the letter is mailed, PSD staff may request that the MCC prepare suspension letters in accordance with the procedures detailed in Subsection 4.7.
7. The MCC prepares the final reproduction materials and paperwork for delivery to the MSC at least 4 months before the conversion effective date. The map and report materials and GPO printing paperwork that the MCC produces are detailed in Subsection 1.2.8 of *Guidelines and Specifications for Flood Map Production Coordination Contractors*, dated February 17, 1999. The MCC prepares and submits a presigned transmittal letter (179-M, page D-5) to the MSC with the final reproduction materials.
8. The MCC updates the MIS and CIS records for the community and sends the community file, maps, and all backup information to the library archives.

## 4.7 SUSPENSION PROCESSING

For communities that did not have compliant ordinances when the conversion letter was issued and that have failed to submit compliant ordinances to the RO within the first 90 days after the conversion letter is sent, the procedures below are followed.

1. At the direction of PSD staff, the MCC prepares one of the following 90-day suspension letters and submits it to PSD for review and signature:
  - S-90.FHBM (page D-65)—For communities converted using existing FHBM; or
  - S-90.FIRM (page D-67)—For communities converted using new FIRMs.
2. If the CCO or other FEMA RO staff has **not** notified PSD staff that the community is compliant, PSD returns the signed letter to the MCC. If the CCO **has** notified PSD staff that the community is compliant, PSD returns the letter unsigned and notifies the MCC that the letter is not to be sent.
3. The MCC mails the signed letter, if required, to the CEO and floodplain administrator of the community and distributes the external and in-house file copies in accordance with the distribution requirements detailed in Subsection 4.9.

If the community submits compliant ordinances to the CCO at least 30 days before the effective date, the CCO notifies the PSD and MCC staff. If no such notification is received, the procedures below are to be followed.

1. The MCC prepares a 30-day suspension letter (S-30.SPECL, page D-61) and submits the letter to PSD for review and signature.
2. If the CCO has **not** notified PSD staff that the community is compliant, PSD returns the signed letter to the MCC. If the CCO **has** notified PSD staff that the community is compliant, PSD returns the letter unsigned and notifies the MCC that the letter is not to be sent.
3. The MCC mails the signed letter and enclosures (copies of 44 CFR 59.24 and 44 CFR 60.3), if required, to the CEO and floodplain administrator of the community and distributes the external and in-house file copies in accordance with the distribution requirements detailed in Subsection 4.9.

At the request of the PSD staff, the MCC may contact the CCO to determine the compliance status of the community before mailing the S-90.FHBM, S-90.FIRM, or S-30.SPECL letters.

## 4.8 REINSTATEMENT PROCESSING

If the community is suspended and is reinstated because it enacted compliant ordinances after the effective date, the procedures below shall be followed.

1. PSD staff instructs the MCC to prepare a reinstatement letter (RINSTATE, page D-59).
2. The MCC prepares the reinstatement letter and submits the letter to PSD for review and signature.
3. PSD returns the signed letter to the MCC.
4. The MCC mails the signed letter to the CEO and floodplain administrator of the community and distributes the external and in-house file copies in accordance with the distribution requirements

detailed in Subsection 4.9.

## **4.9 DISTRIBUTION REQUIREMENTS**

In addition to the community CEOs and floodplain administrators for the affected communities, many other individuals and agencies received copies of the standard documents used in processing special conversions. The distribution requirements for these documents are provided in Table 4-1. Distribution requirements for non-standard documents shall be established for the MCC by appropriate FEMA staff.



Table 4-1. Distribution Requirements for Special Conversion Documents

Document Number	State Coordinator	Regional Director	MT-TS-HS Chron	Case File	MSC	PSD	State Insurance Commissioner	CSC
179-M	X	X		X	X			
195-CW	X	X	X	X				
195-CW-I	X	X	X	X				
195-CW-I-NP	X	X	X	X				
195-CW-NP	X	X	X	X				
196-C-D	X	X	X	X	X			X
196-C-FHBM	X	X	X	X	X			X
196-C-0	X	X	X	X	X			X
196-CW	X	X	X	X	X			X
196-CW-I	X	X	X	X	X			X
196-CW-NP	X	X	X	X	X			X
196-NC-D	X	X	X	X	X			X
196-NC-FHBM	X	X	X	X	X			X
196-NC-I	X	X	X	X	X			X
196-NC-0	X	X	X	X	X			X
196-NP-I	X	X	X	X	X			X
197-RP	X	X	X	X	X			X
198	X	X	X	X	X			X
205	X	X	X	X	X			X

Table 4-1. Distribution Requirements for Special Conversion Documents

<b>Document Number</b>	<b>State Coordinator</b>	<b>Regional Director</b>	<b>MT-TS-HS Chron</b>	<b>Case File</b>	<b>MSC</b>	<b>PSD</b>	<b>State Insurance Commissioner</b>	<b>CSC</b>
205-NP	X	X	X	X	X			X
206	X	X	X	X	X			X
RINSTATE	X	X		X		X	X	
S-30.SPECL	X	X		X		X	X	
S-90.FHBM	X	X		X		X	X	
S-90.FIRM	X	X		X		X	X	
SCRR		X	X	X				

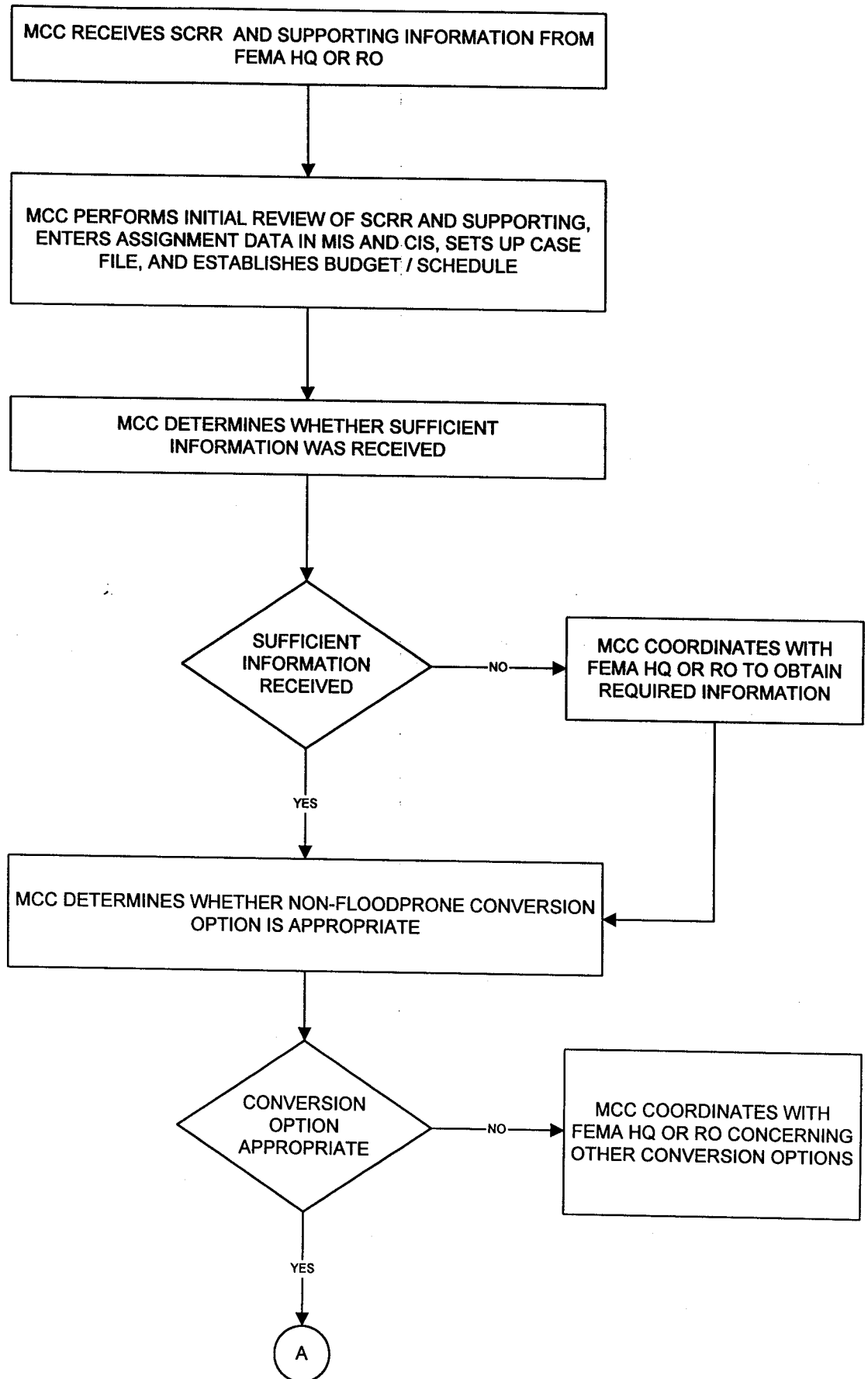
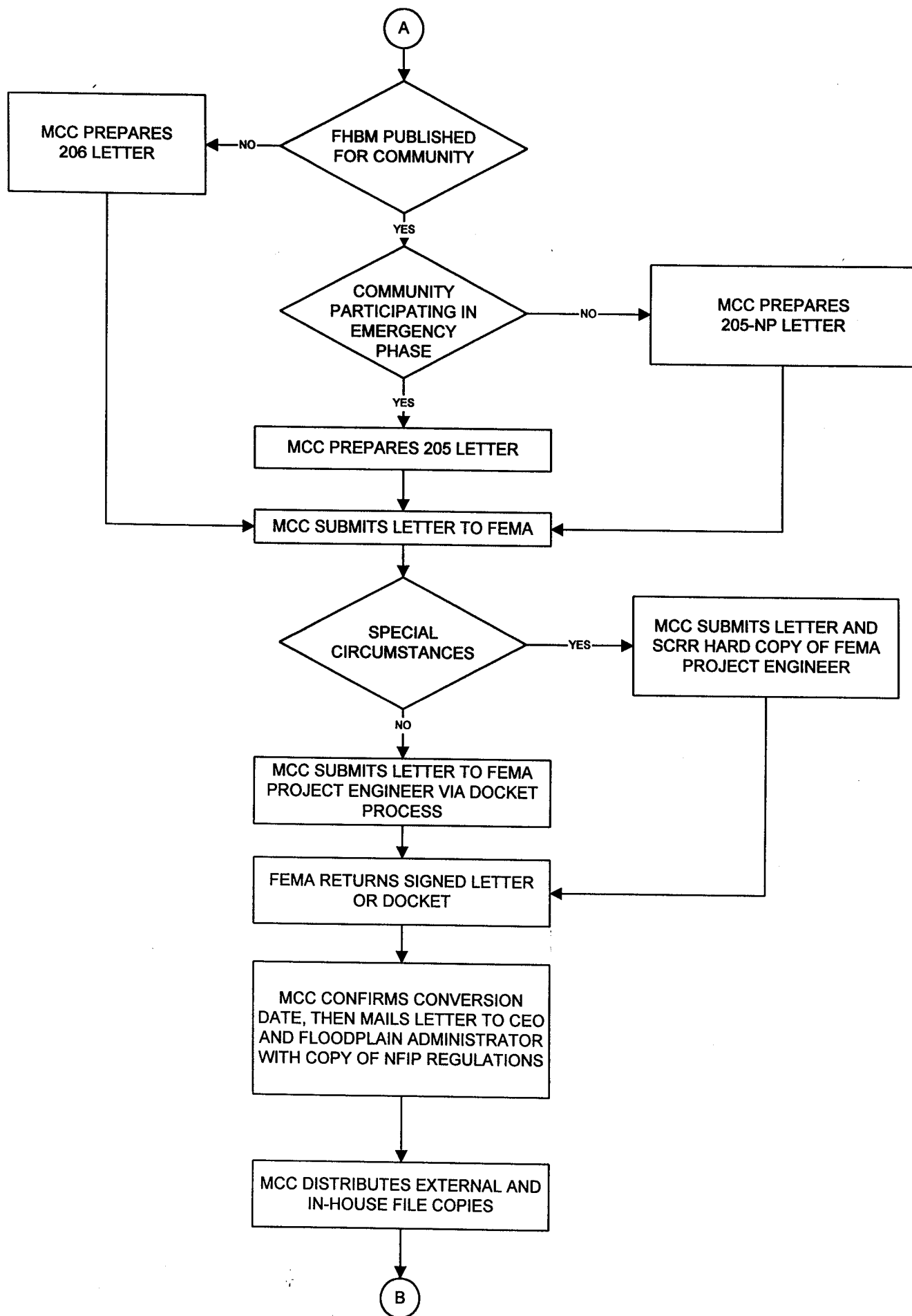
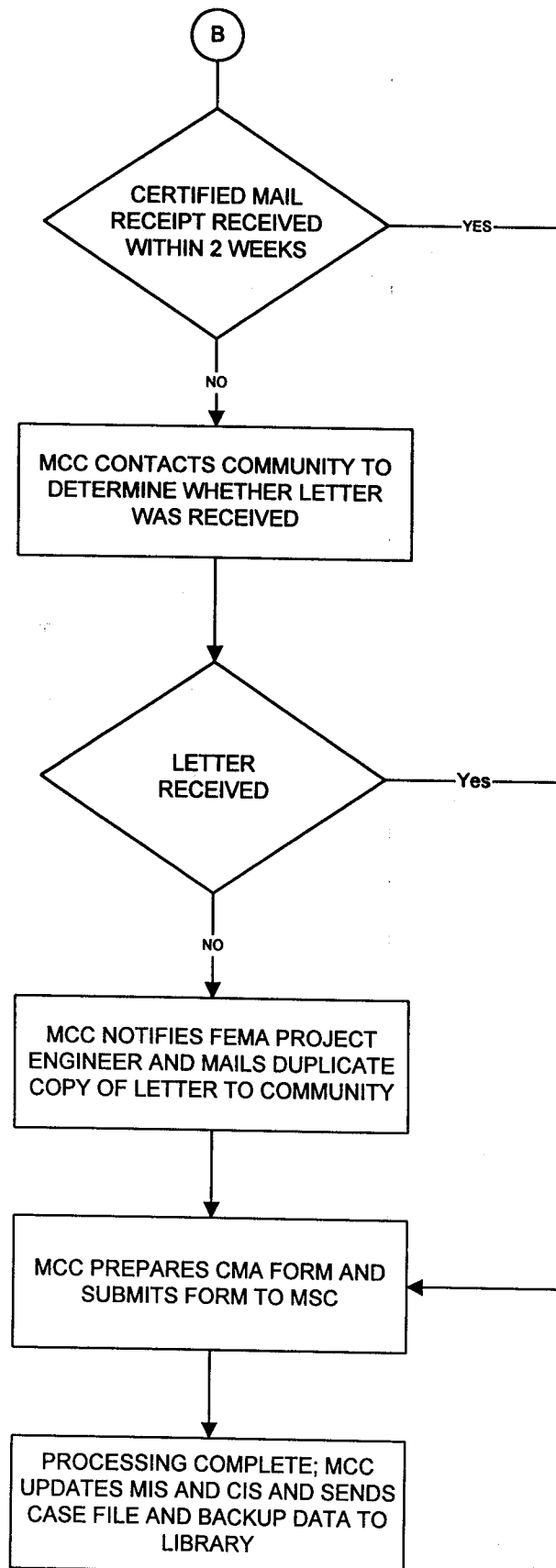


Figure 4-1. Procedures For Processing Non-Floodprone Conversions



**Figure 4-1. Procedures for Processing Non-Floodprone Conversions (Cont'd)**



**Figure 4-1. Procedures for Processing Non-Floodprone Conversions (Cont'd)**

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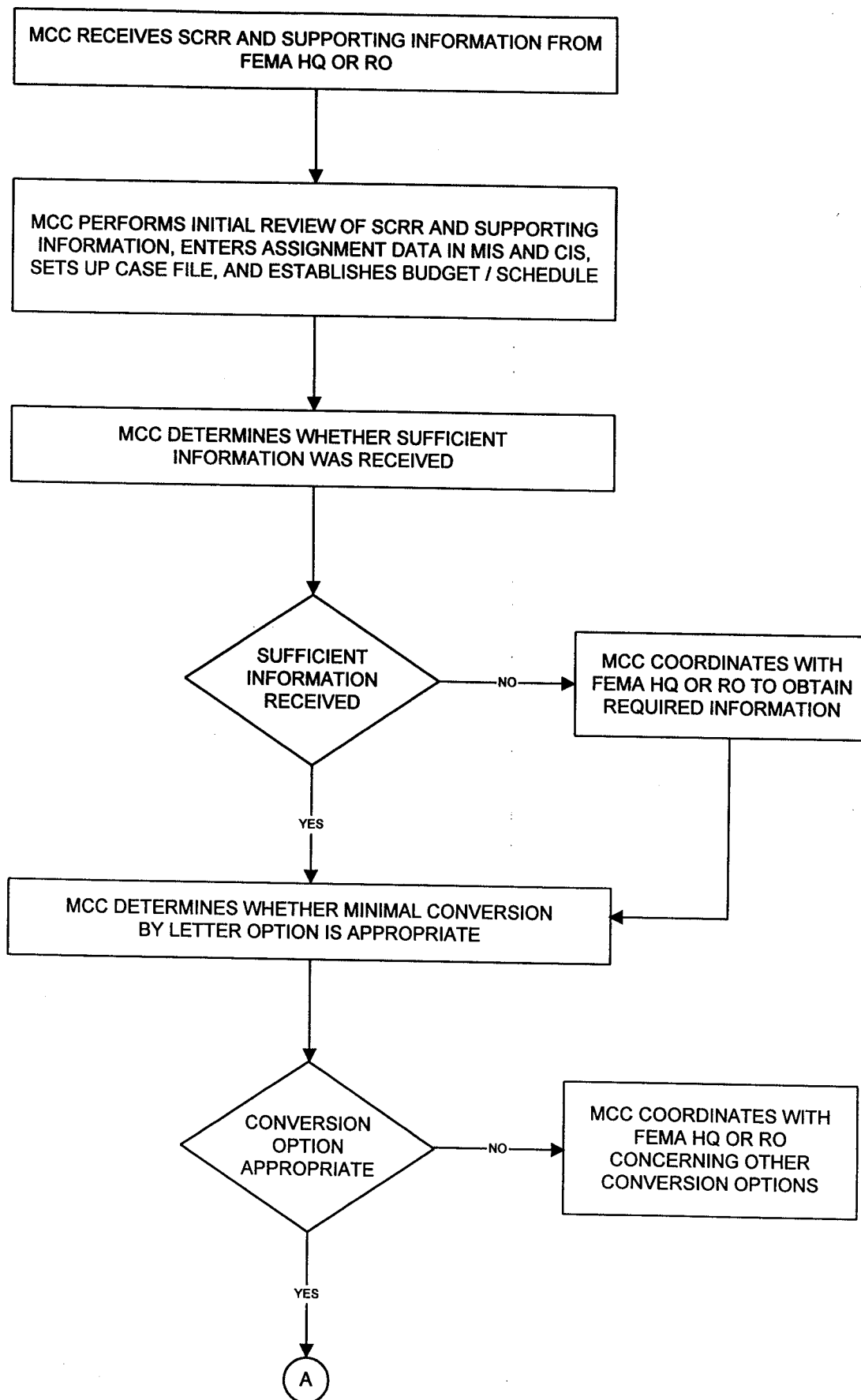
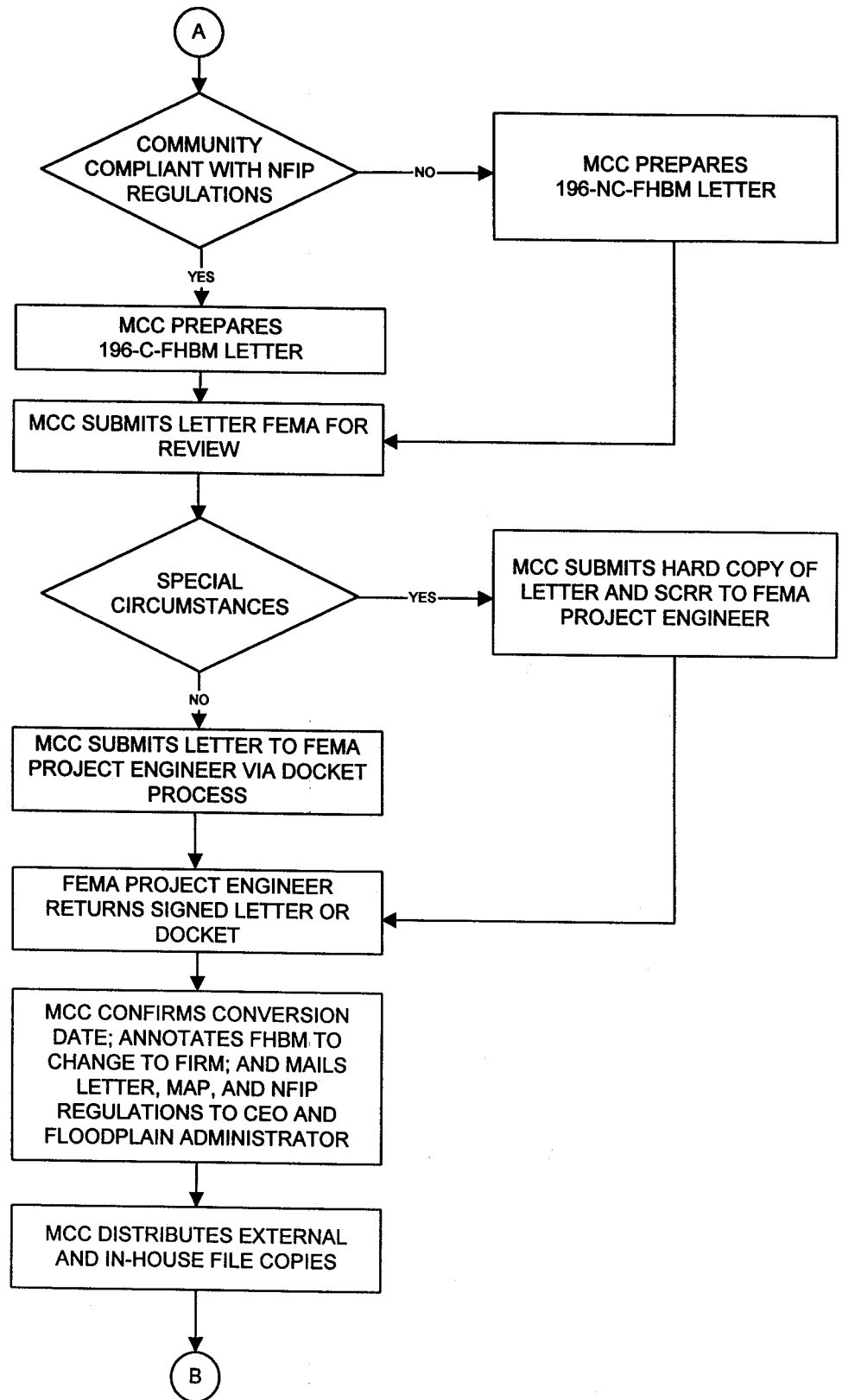
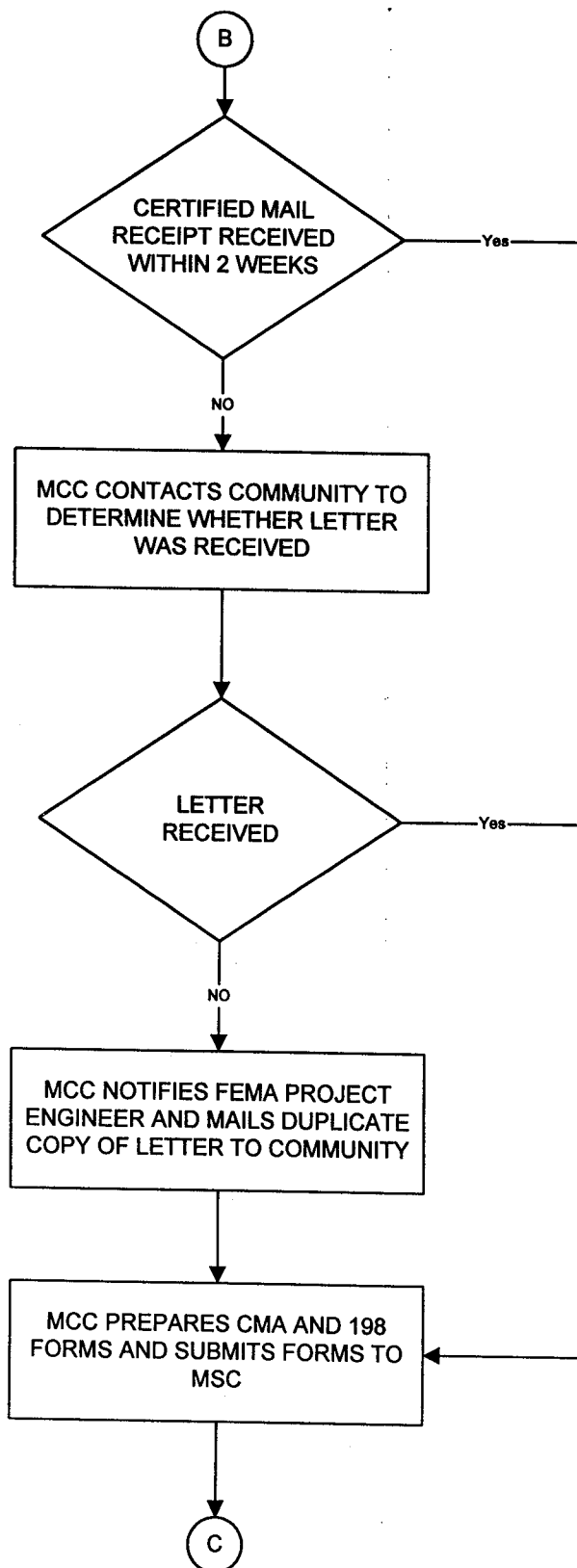


Figure 4-2. Procedures for Processing Minimal Conversions by Letter

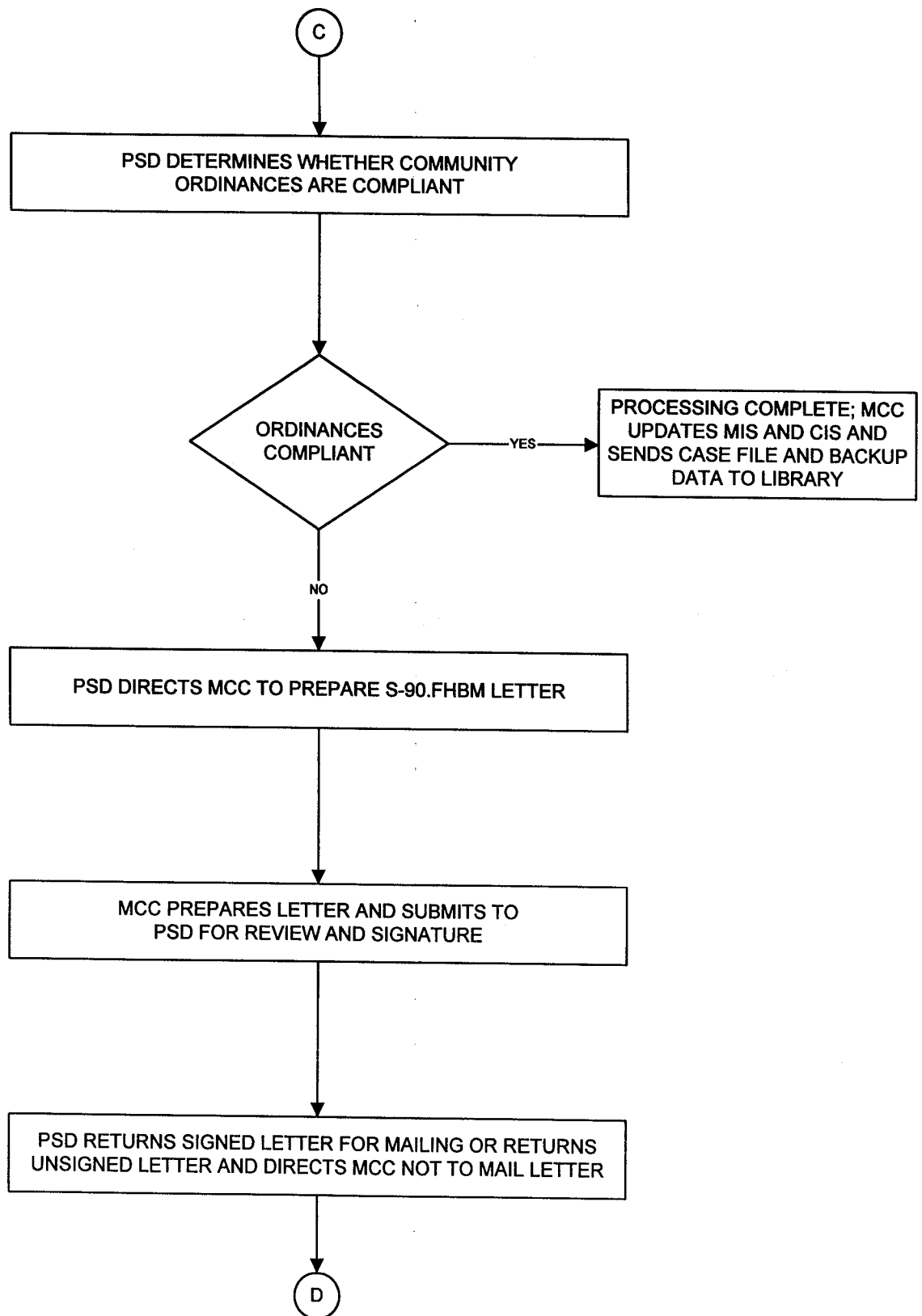


**Figure 4-2. Procedures for Processing Minimal Conversions by Letter (Cont'd)**

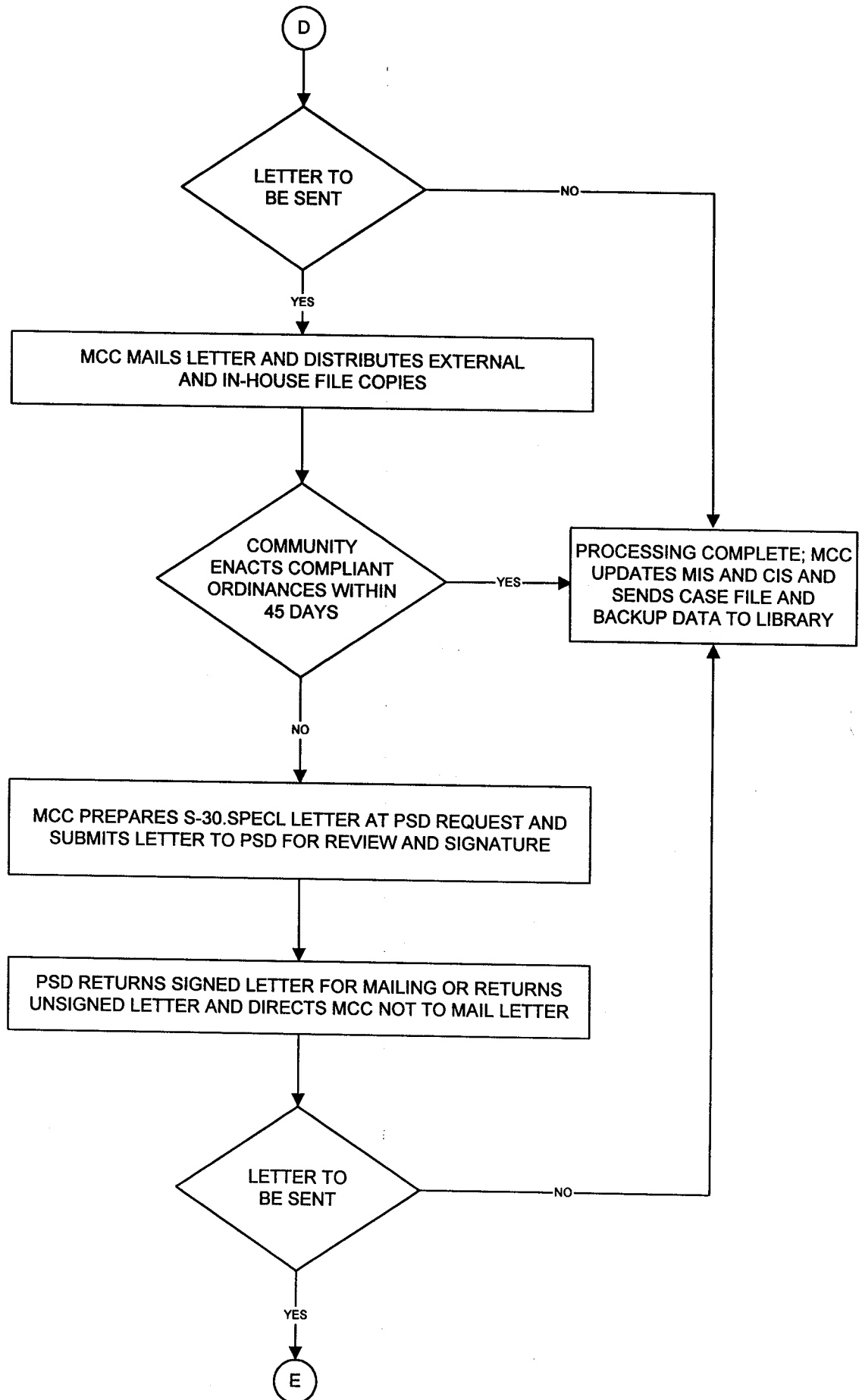




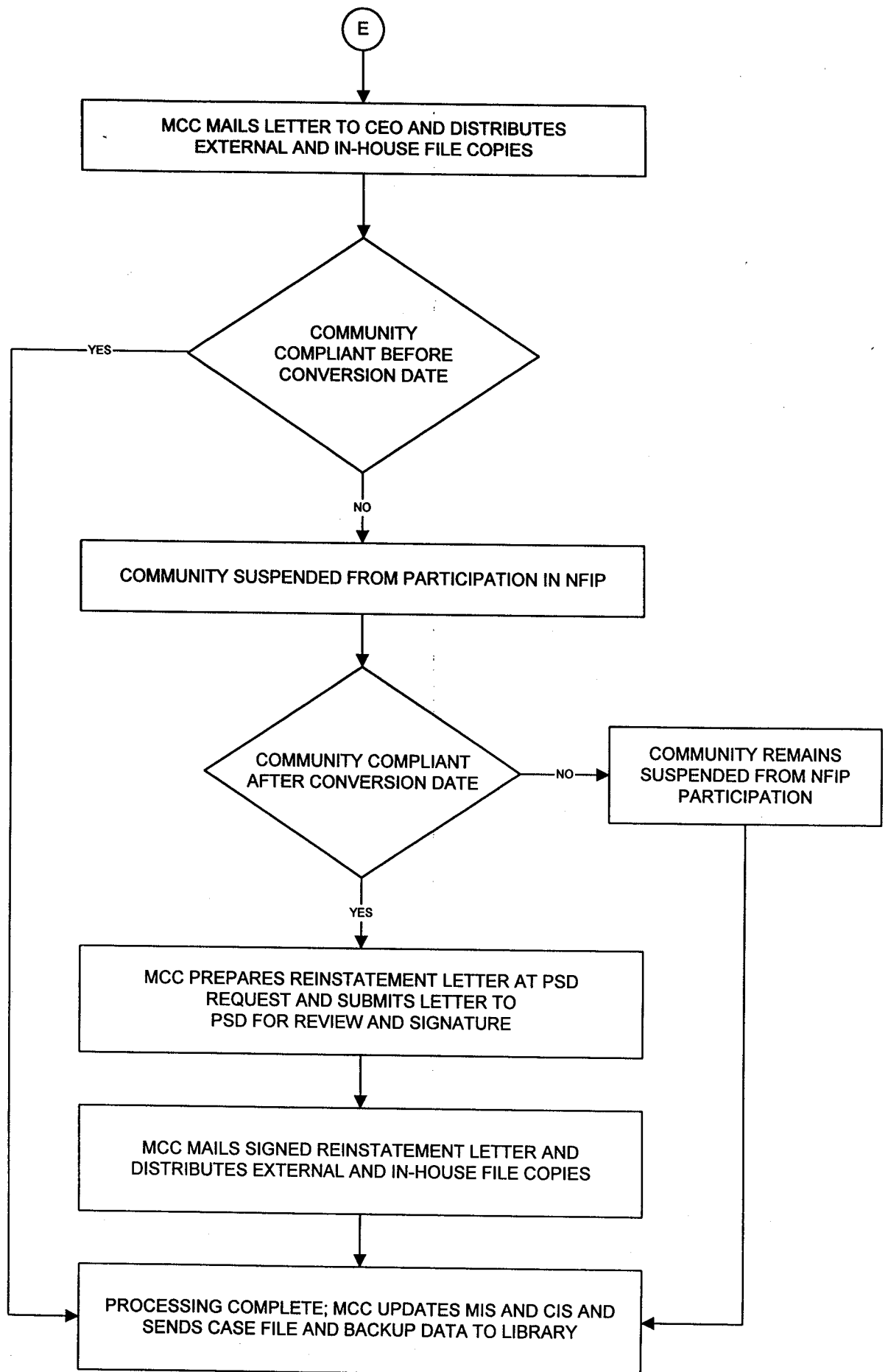
**Figure 4-2. Procedures for Processing Minimal Conversions by Letter (Cont'd)**



**Figure 4-2. Procedures for Processing Minimal Conversions by Letter (Cont'd)**



**Figure 4-2. Procedures for Processing Minimal Conversions by Letter (Cont'd)**



**Figure 4-2. Procedures for Processing Minimal Conversions by Letter (Cont'd)**

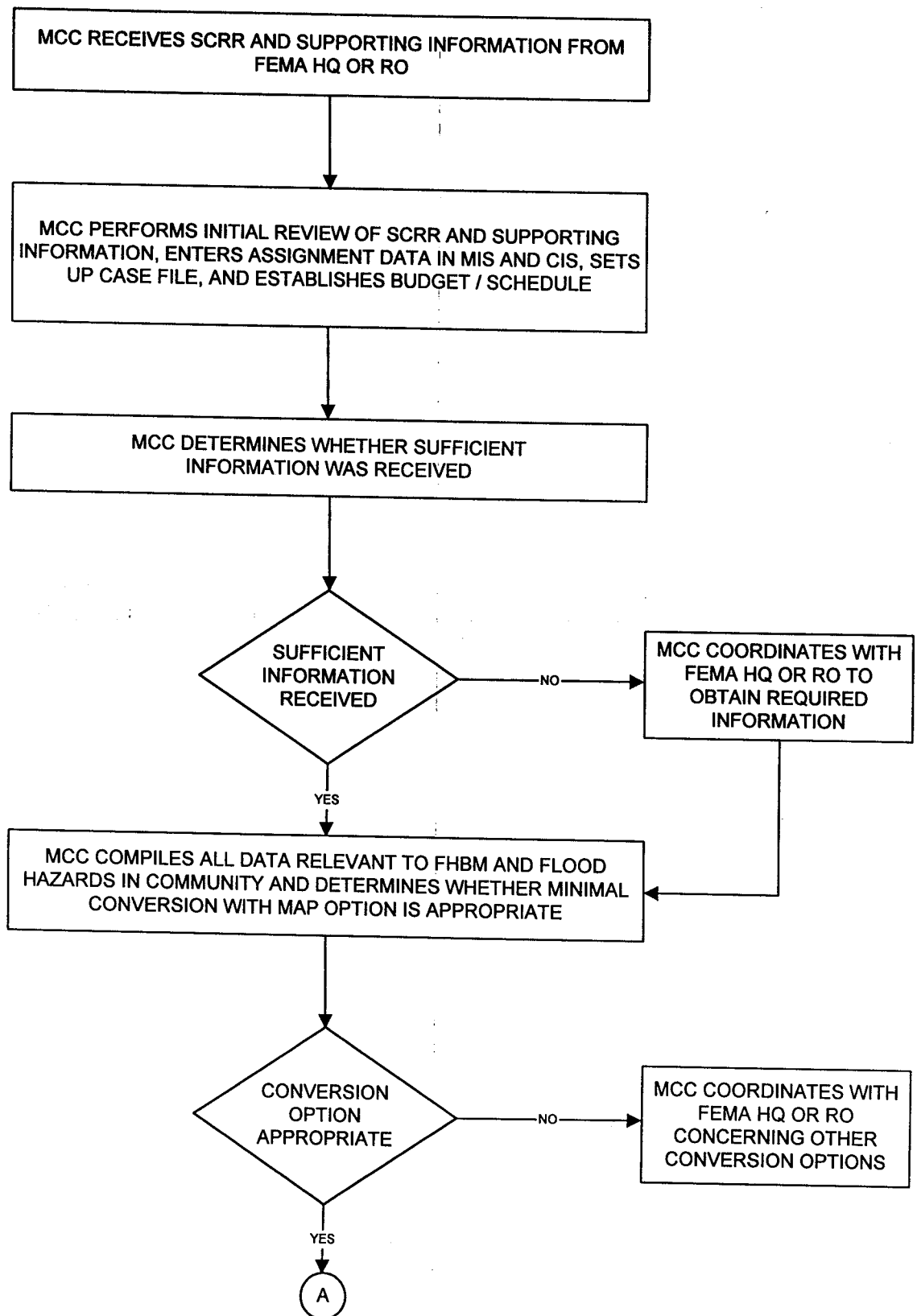


Figure 4-3. Procedures for Processing Minimal Conversions with Maps; FHBM Published

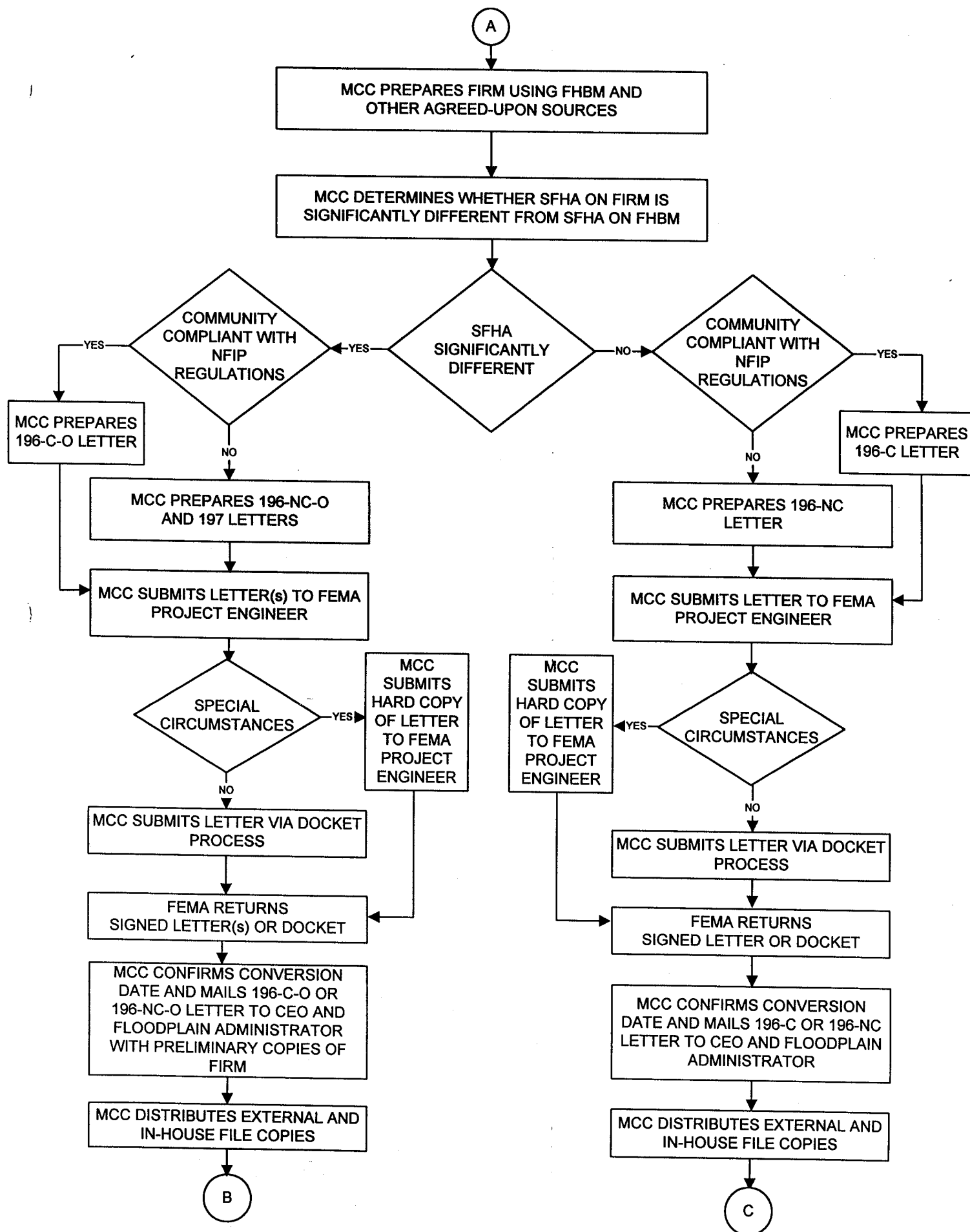


Figure 4-3. Procedures for Processing Minimal Conversions with Maps; FHBMs Published (Cont'd)

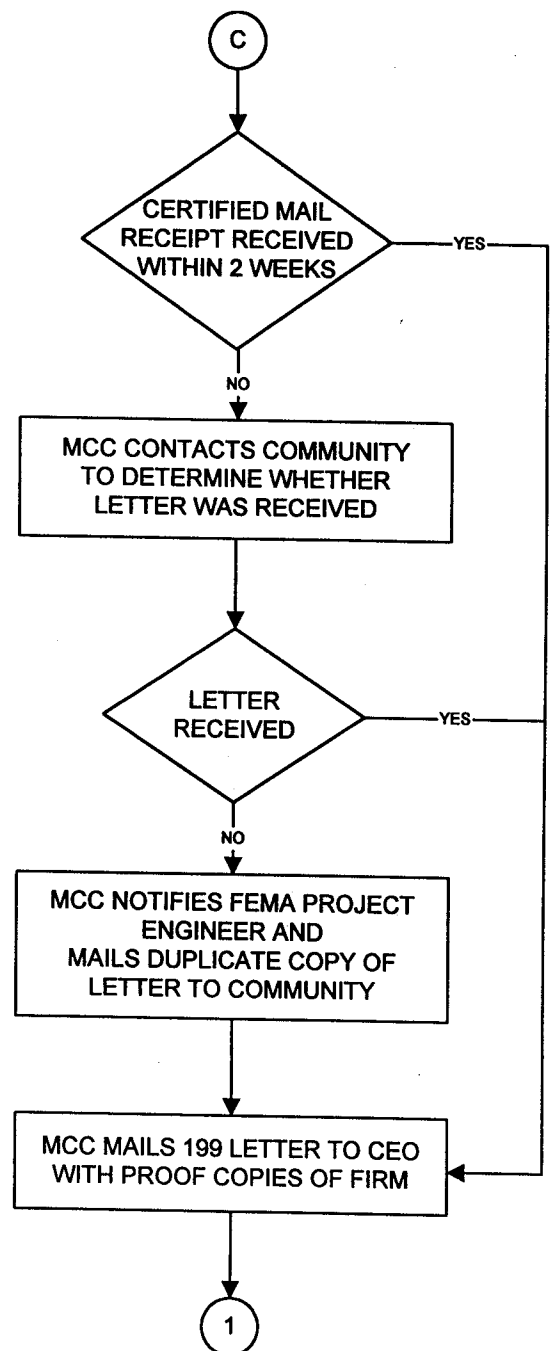
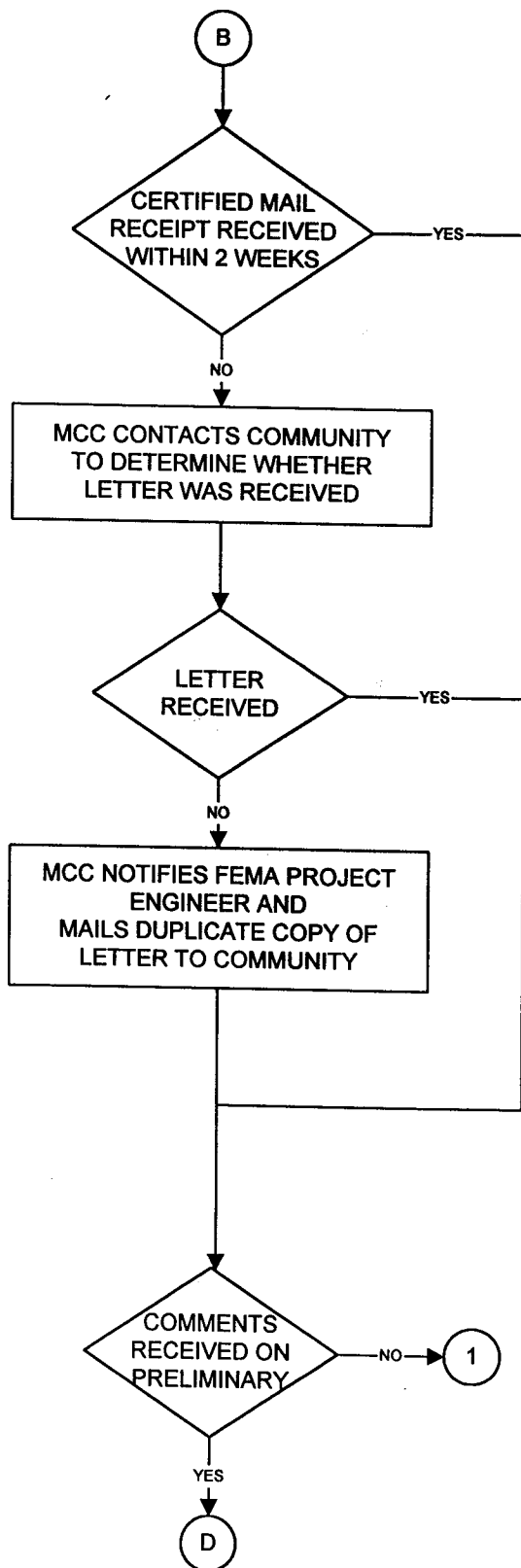


Figure 4-3. Procedures for Processing Minimal Conversions with Maps; FHB Published (Cont'd)

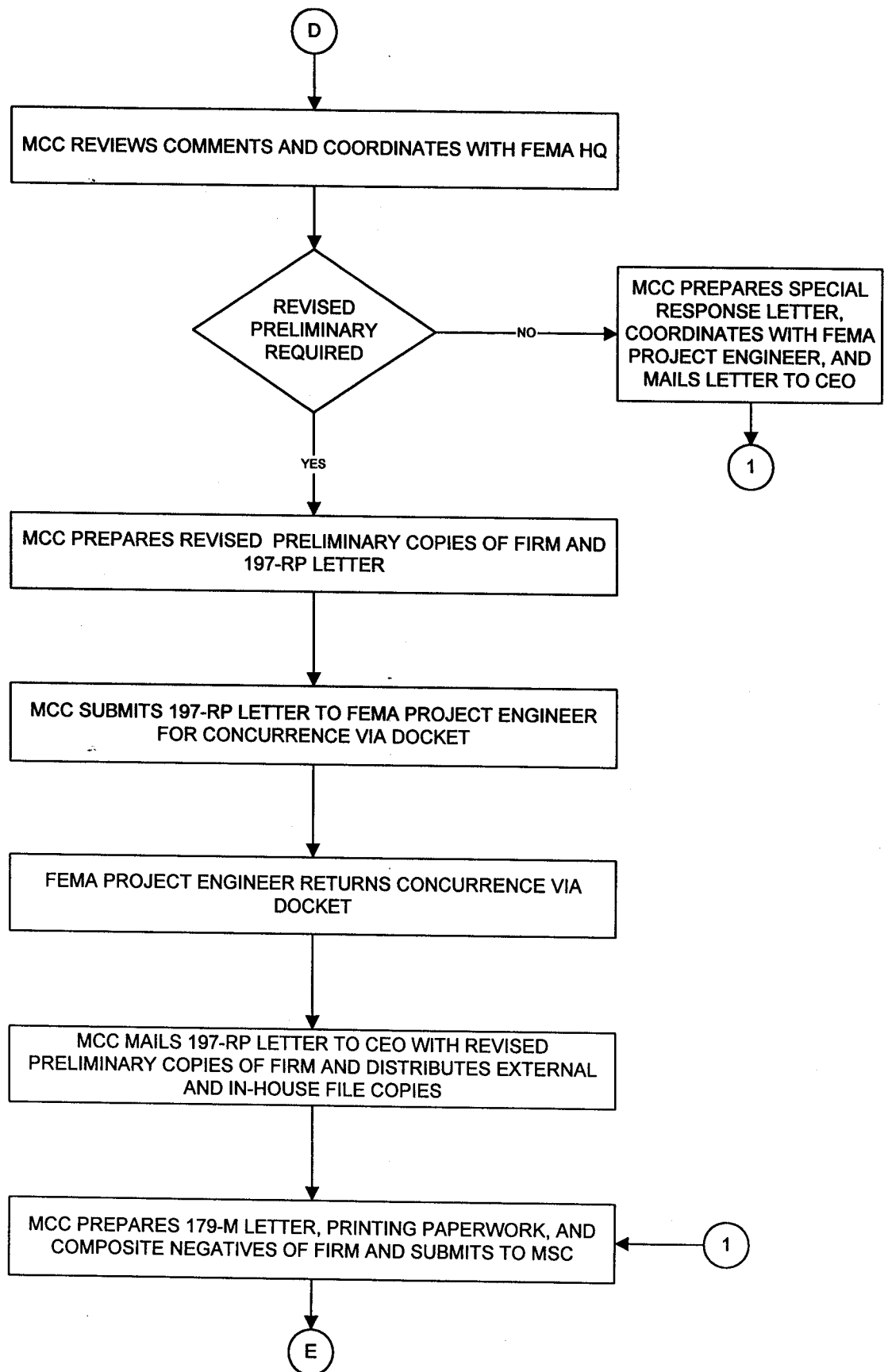


Figure 4-3. Procedures for Processing Minimal Conversions with Maps; FHBM Published (Cont'd)



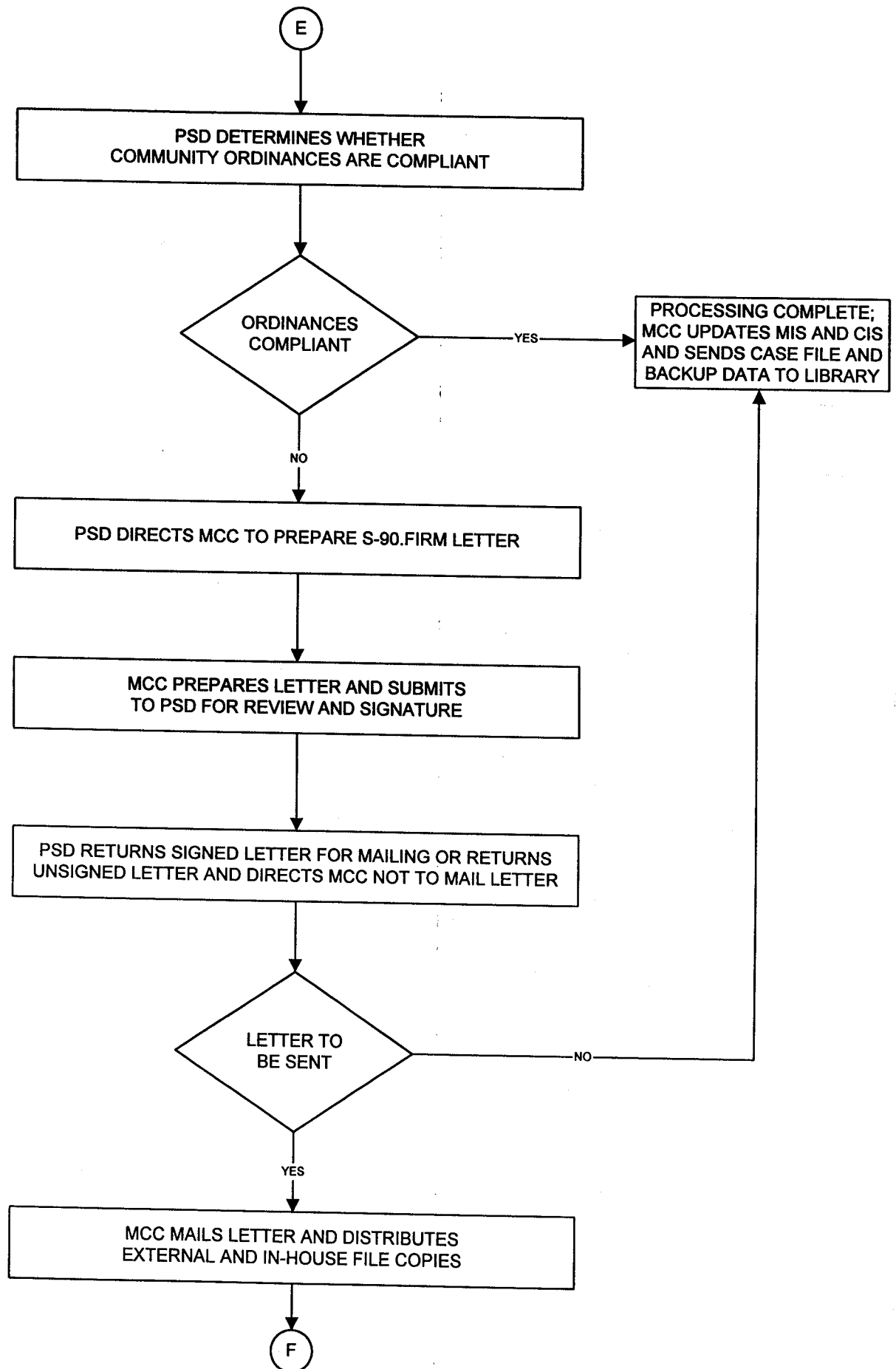


Figure 4-3. Procedures for Processing Minimal Conversions with Maps; FHBM Published (Cont'd)

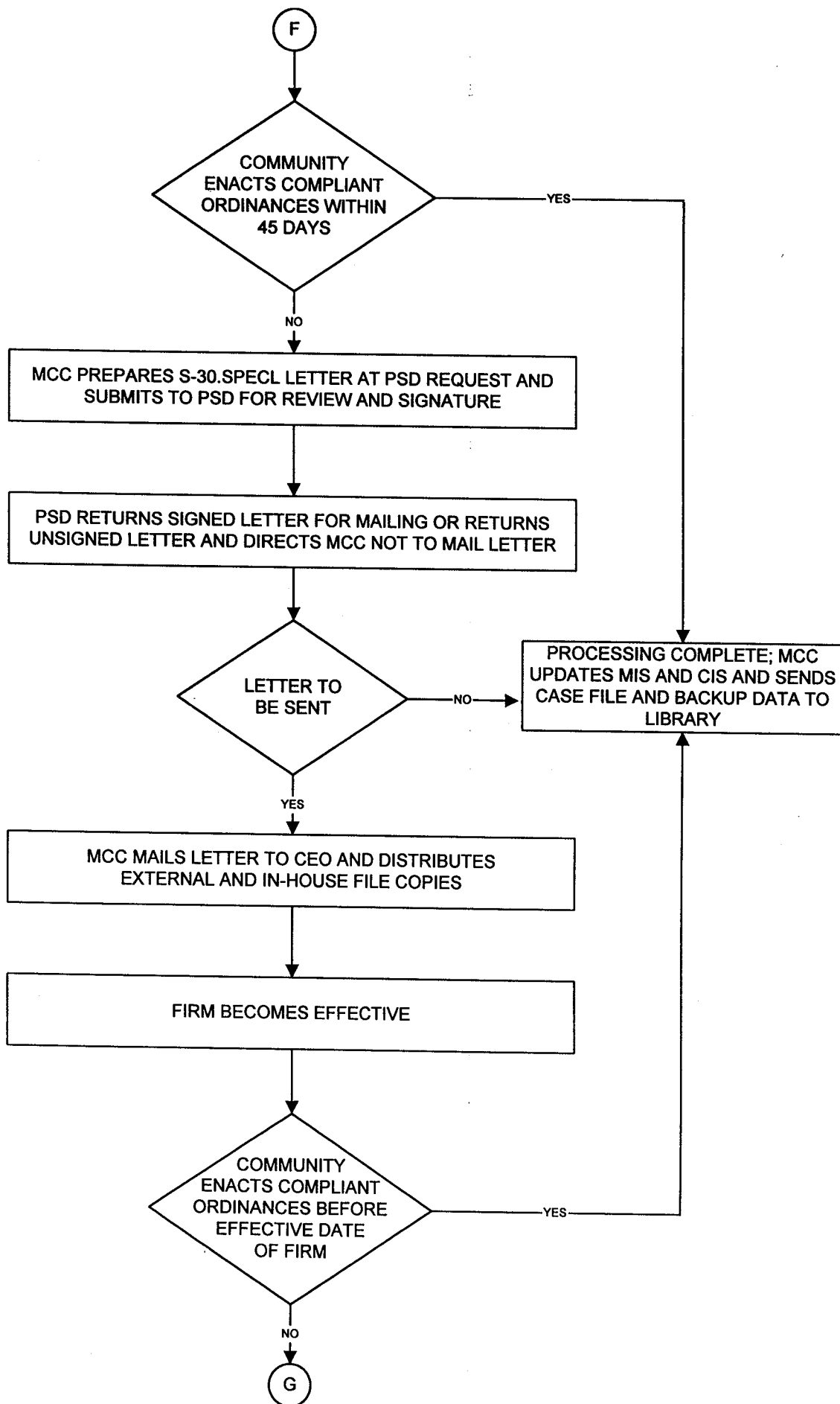
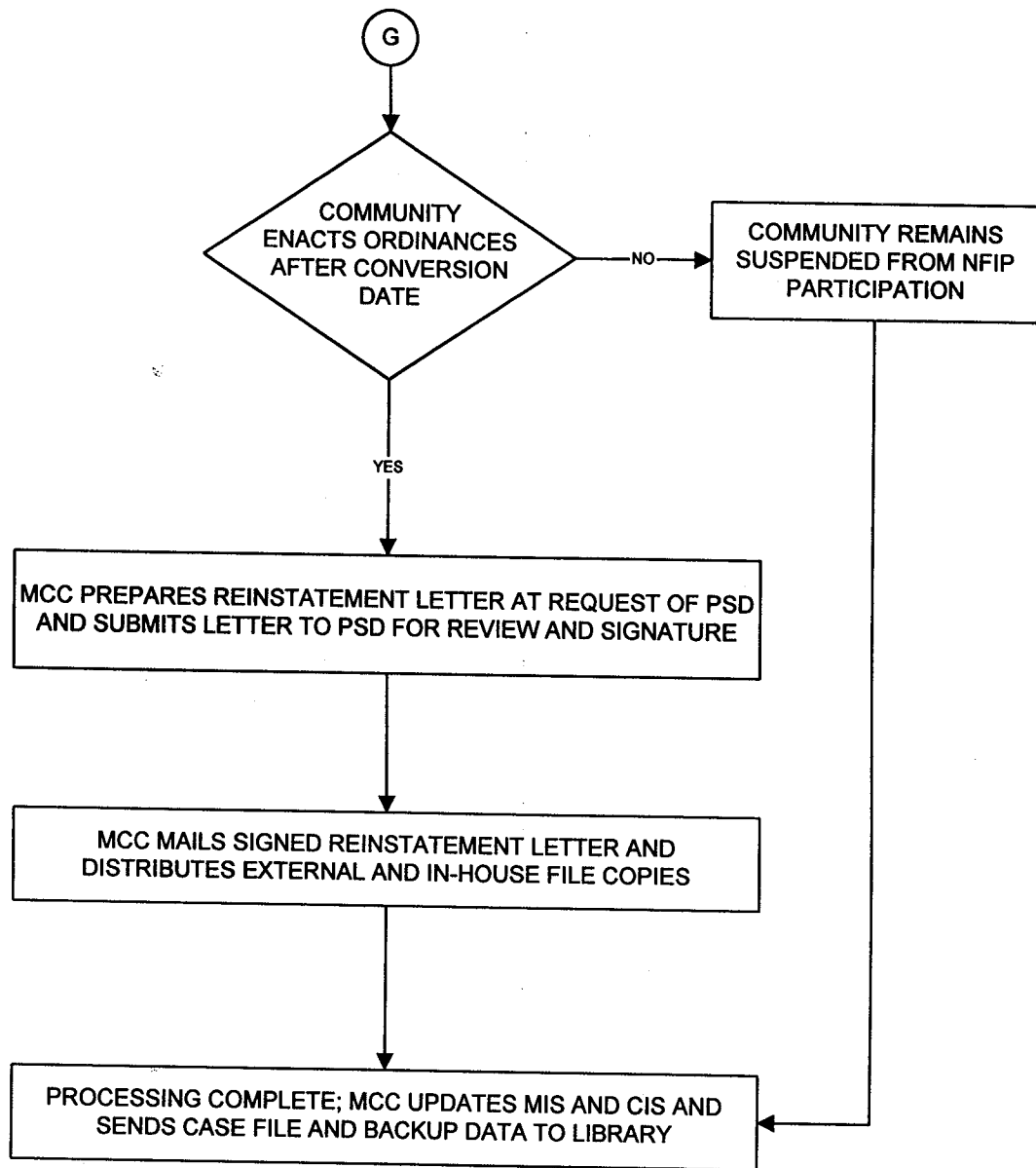
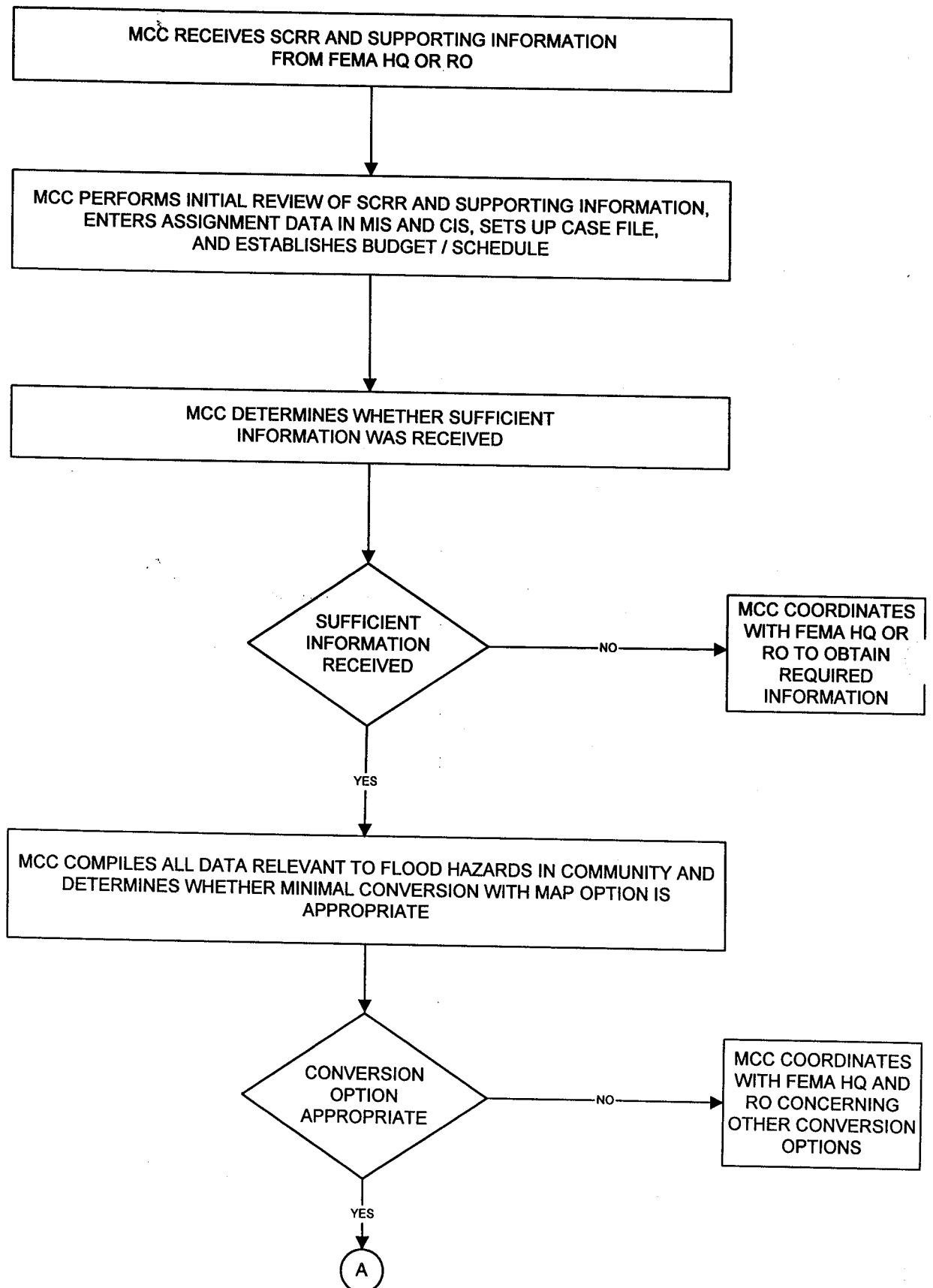


Figure 4-3. Procedures for Processing Minimal Conversions with Maps; FHBM Published (Cont'd)

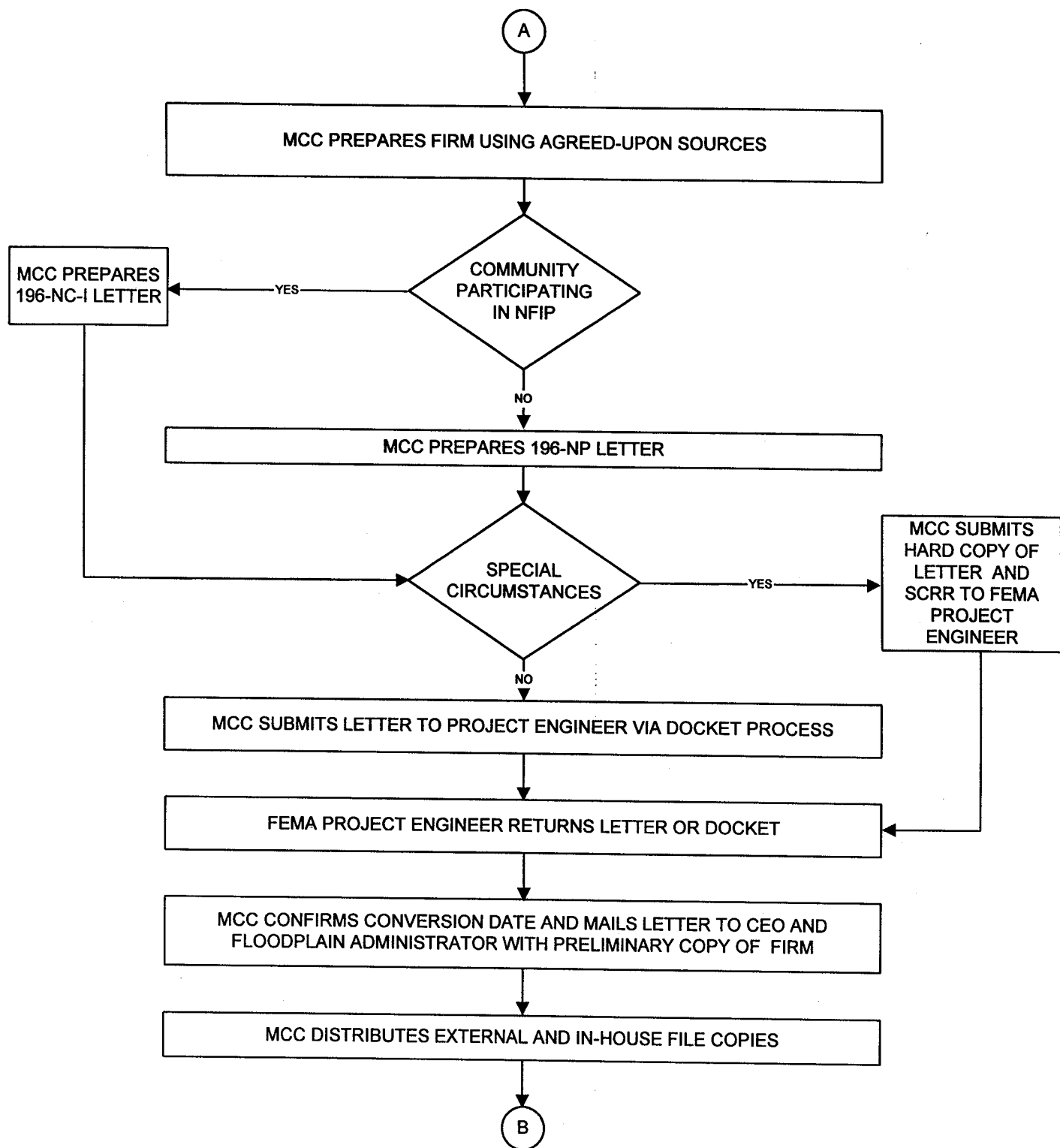


**Figure 4-3. Procedures for Processing Minimal Conversions with Maps; FHBM Published (Cont'd)**

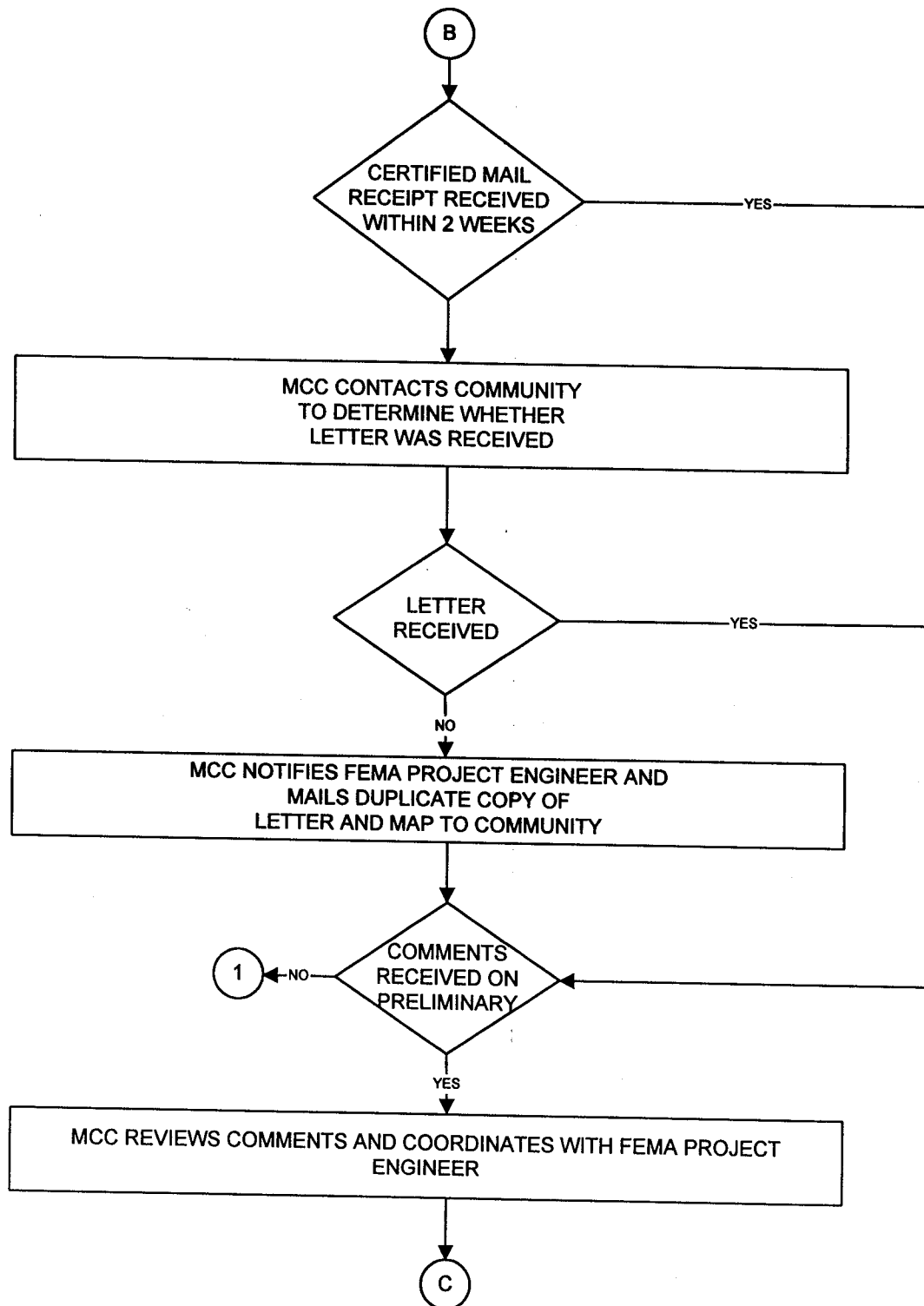
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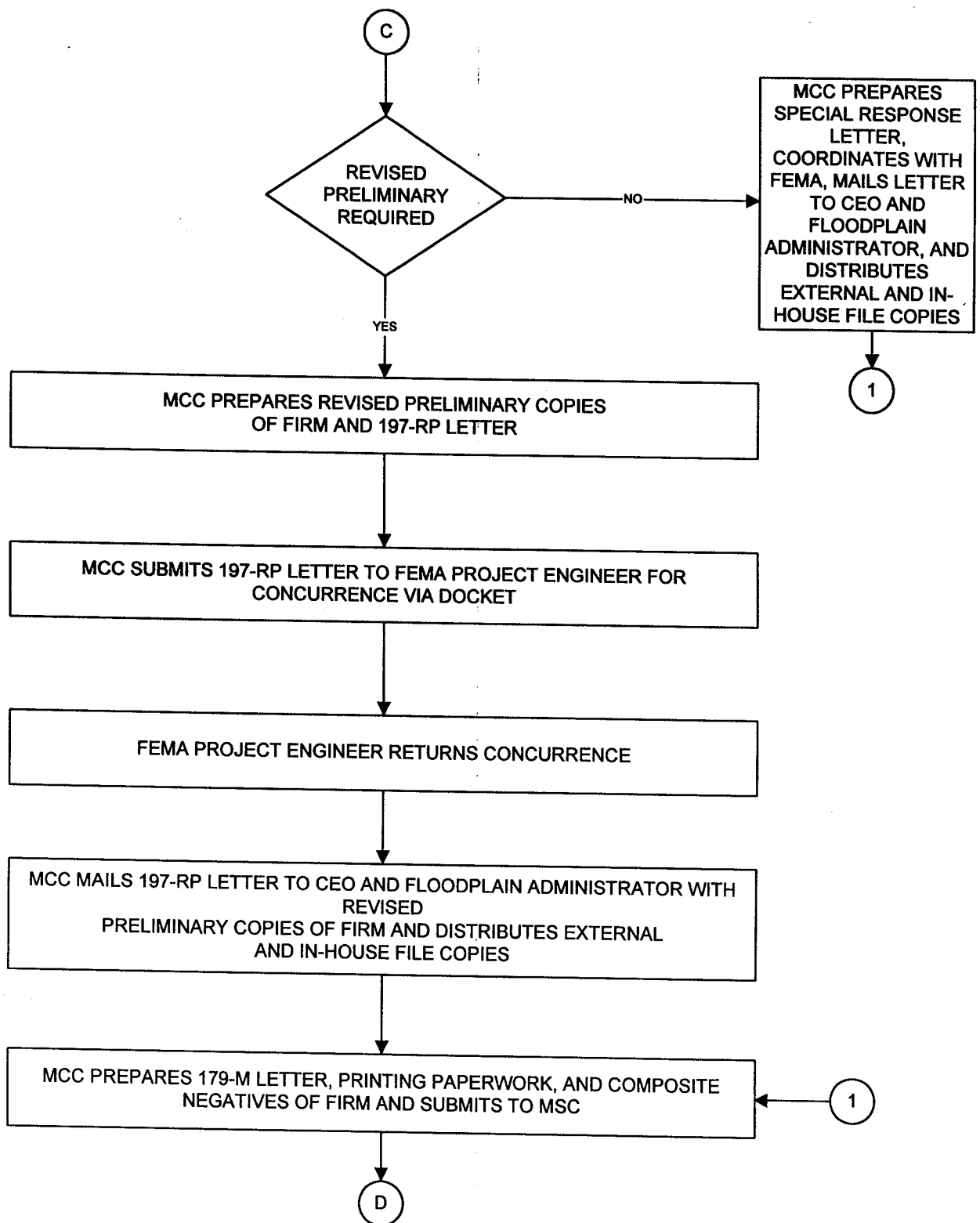
**Figure 4-4. Procedures for Processing Minimal Conversions with Map;  
No FFBM Published (Cont'd)**



**Figure 4-4. Procedures for Processing Minimal Conversions with Map;  
No FHBM Published (Cont'd)**

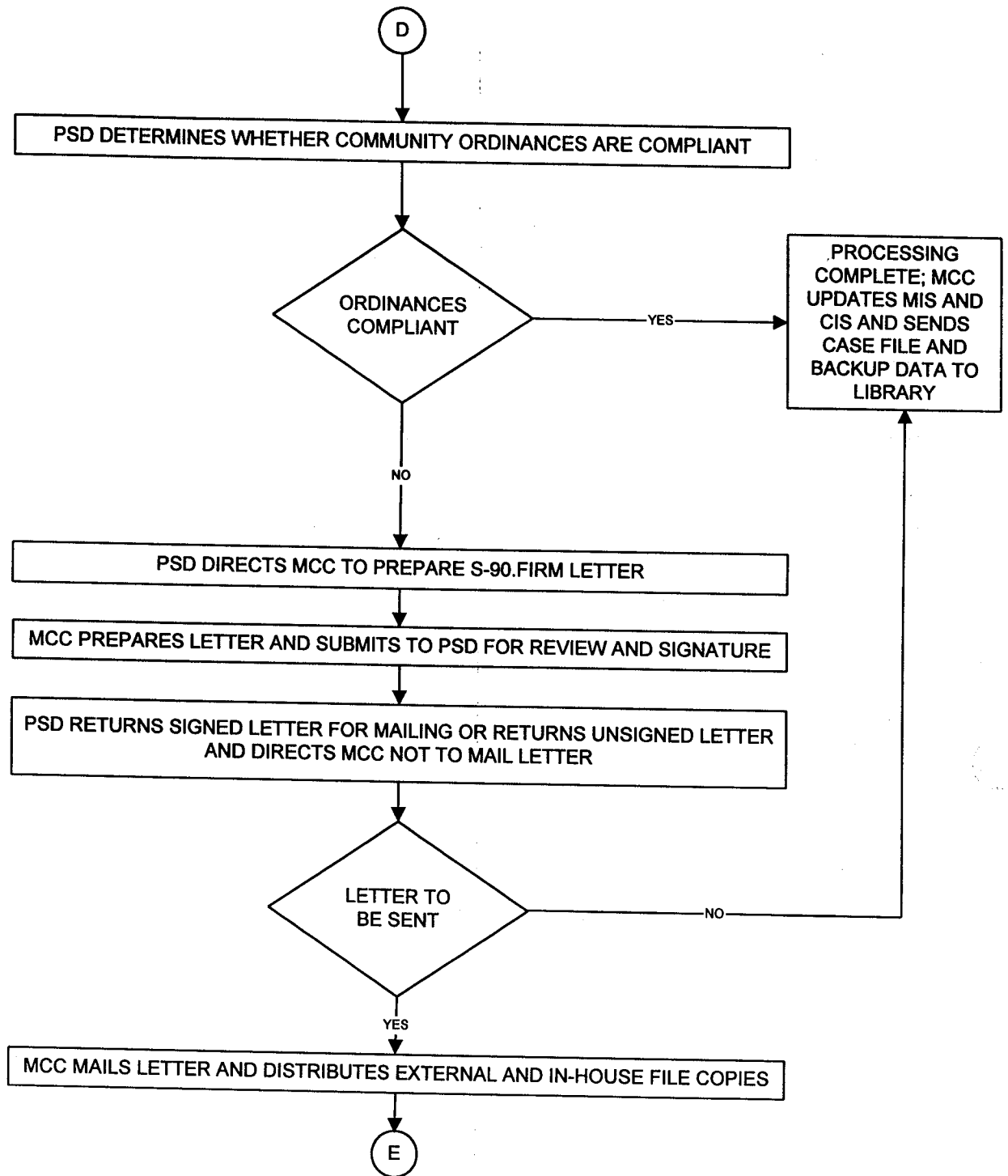


**Figure 4-4. Procedures for Processing Minimal Conversions with Map;  
No FHBM Published (Cont'd)**

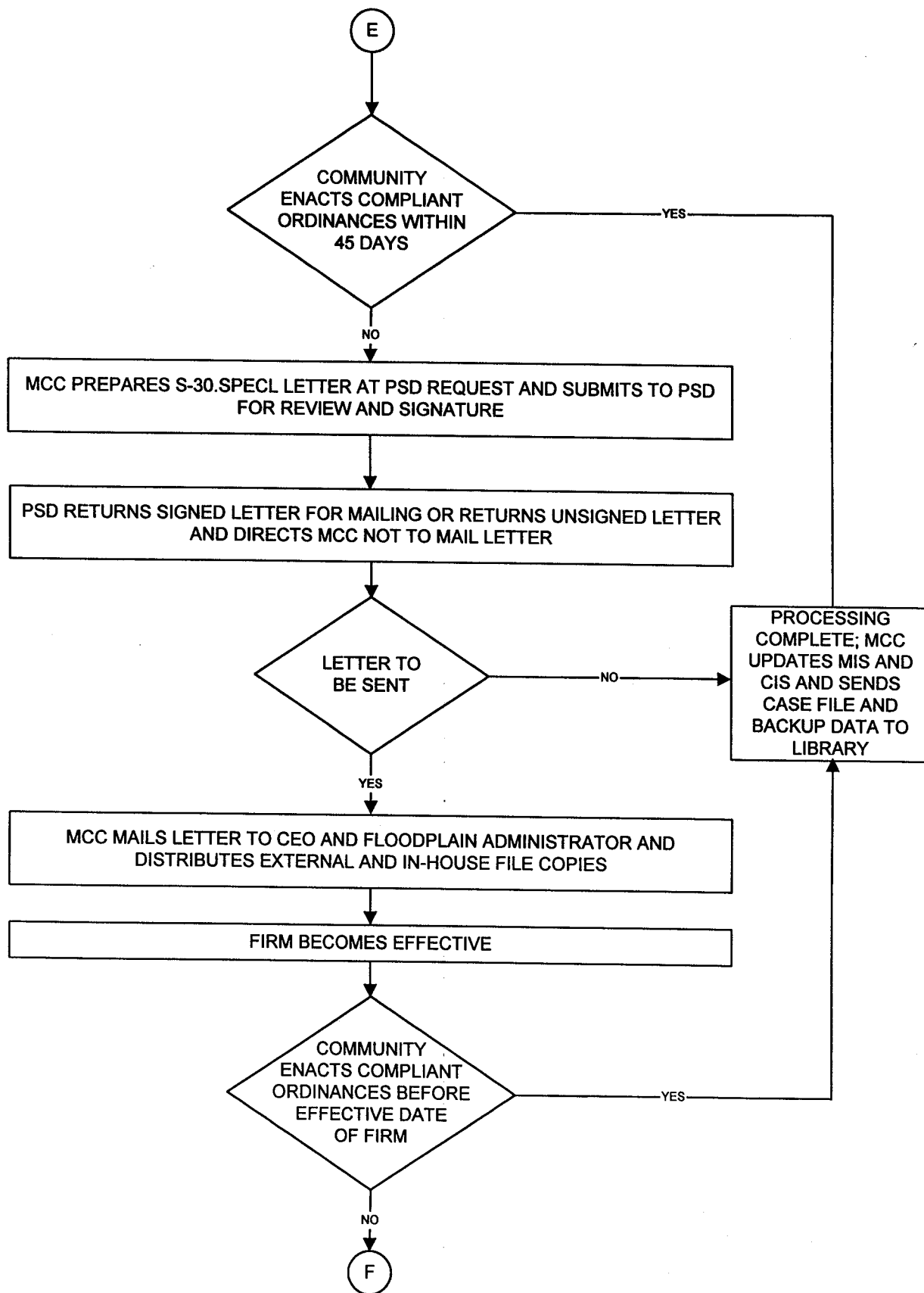


**Figure 4-4. Procedures for Processing Minimal Conversions with Map;  
No FHBM Published (Cont'd)**

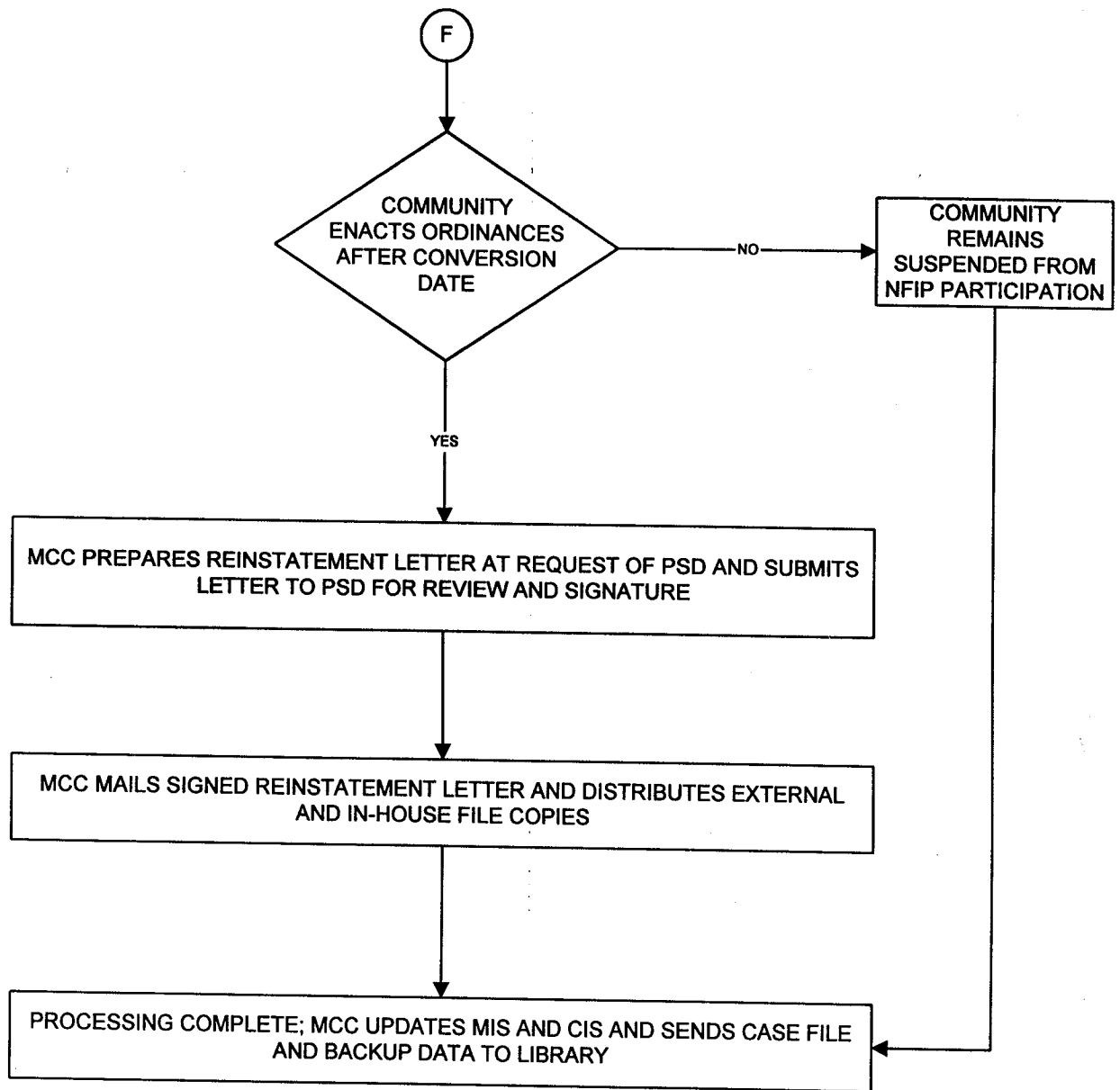




**Figure 4-4. Procedures for Processing Minimal Conversions with Map;  
No FHBM Published (Cont'd)**



**Figure 4-4. Procedures for Processing Minimal Conversions with Map;  
No FHBM Published (Cont'd)**



**Figure 4-4. Procedures for Processing Minimal Conversions with Map;  
No FHBM Published (Cont'd)**

## SECTION 5

# COST ACCOUNTING AND FEE PROCESSING PROCEDURES

### 5.1 COST ACCOUNTING

The MCC documents all hours (to the nearest half-hour) spent on each request for a conditional map amendment, conditional map revision, or final map revision. Such documentation will allow FEMA to bill requesters, when appropriate, for total review and processing costs. Such documentation also will allow FEMA to determine whether changes should be made to the fee schedules for these products during its periodic review of the fee schedule.

A distinction must be made between billable and nonbillable time. In general, **billable time** includes all costs that are directly related to the MCC review and processing of the particular case, excluding cartographic preparation of maps. Since October 1, 1996, the cartographic processing fee has been included in the flat review and processing fee charged for revisions discussed later in this subsection. **Nonbillable time** is time spent on coordination with FEMA concerning specific policy decisions, unusual research, or the search for and retrieval of documents not normally used in processing a case. If any of these situations arise, the MCC consults the PO or Project Engineer to determine whether the associated costs are billable.

When appropriate, the FCSA notifies the MCC that payments of review and processing fees have been received and deposited. Also, the FCSA updates the LOMC module of the CIS database to include the required information.

On October 1, 1993, FEMA established the fee-charge system and schedule for conditional and final map revision requests. The fee schedule established initial review and processing fees and pre-authorized spending limits for the various types of requests and established an hourly rate for billable time of \$40.00. Under that system, the requester was notified, in writing, of the estimated total processing costs, as determined by the MCC, if the total costs of processing a request were expected to exceed the pre-authorized spending limits.

This notification was made in an acknowledgment letter or in a separate followup letter. In such instances, MCC processing of the request stopped until FEMA was notified by the requester, **in writing**, to proceed with the review. The final fees for the request could not exceed the estimated costs. If the requester chose not to pursue the request at this point, the requester was **not** billed for the time spent in excess of that covered by the initial fee. However, the requester also was **not** entitled to any refund of the initial fee.

When appropriate, the MCC prepared an invoice letter detailing the fees required to cover MCC processing costs in excess of the initial fees. The invoice letter also included any cartographic fees that were to be paid. Conversely, when appropriate, overpayments of fees were refunded to the requester. In such cases, the MCC coordinated with FEMA to ensure the refund was issued and included information about the refund in the acknowledgment letter, final determination letter, or a separate refund letter.

Effective October 1, 1996, FEMA revised the fee schedule for reviewing and processing requests for conditional and final modifications to published flood information and maps. Under this schedule, FEMA established flat review and processing fees for most types of requests. The flat user fees were established with the Interim Final Rule that was published in the *Federal Register* on August 30, 1996, and revised by the final rules published on February 6, 1997, and on January 11, 1999. Under the new fee schedule, required review and processing fees must be received by the FEMA before the detailed technical review for most types of requests is initiated.

The initial fee for CLOMR, LOMR, and PMR requests based on structural measures on alluvial fans was maintained because such requests are rare, the engineering review for these requests is usually very complex, and the processing costs for these requests can fluctuate significantly. Based on a review of actual processing costs, \$5,000 has been established as the initial fee for such requests. The remaining costs are recovered before the LOMC is issued. The hourly rate used to calculate the total fees that must be reimbursed for CLOMR, LOMR, and PMR requests based on structural measures on alluvial fans was increased to \$50.

## **5.2 FEE EXEMPTIONS**

Section 72.5 of the NFIP regulations describes the requirements for fee exemptions to be granted for the review of proposed and completed projects and the issuance of CLOMAs, CLOMR-Fs, LOMR-Fs, CLOMRs, LOMRs, and PMRs. For requests dated before October 1, 1996, the following types of requests were exempted:

- Requests for map changes based on mapping or study analysis errors or the effects of natural changes within SFHAs;
- Requests for LOMAs;
- Requests for single-lot LOMR-Fs;
- Requests for map changes based solely on the submission of more detailed data; and
- Requests for conditional or final map changes based on federally sponsored flood-control projects that are certified as being for public benefit and primarily intended for flood-loss reduction in identified SFHAs that were in existence before construction of the flood-control project began.

For requests dated October 1, 1996, or later, the following types of requests were exempted:

- Requests for LOMAs;
- Requests for map changes based on mapping or study analysis errors;
- Requests for map changes based on natural changes within SFHAs;
- Requests for map changes based on the federally sponsored flood-control projects where 50 percent or more of the project's costs are federally funded; and
- Requests for map changes based on detailed hydrologic and hydraulic studies conducted by Federal, State, or local agencies to replace approximate studies conducted by FEMA and shown on the effective FIRM.

Effective September 23, 1999, FEMA expanded the number of exemptions to include map change requests based on flood hazard information that was meant to improve on the information shown on the effective NFIP map or within the effective FIS report, provided the request does not incorporate, in whole or in part, manmade modifications within the SFHA.

### **5.3 FEE PROCESSING PROCEDURES FOR MAP COORDINATION CONTRACTORS**

As indicated in Sections 2 and 3, the appropriate review and processing fee must be received and submitted to the FCSA before the review of any non-fee-exempt request begins. The review and processing fee is based on the type of floodplain modification project involved.

As discussed in Sections 2 and 3, upon receipt of the request, the MCC reviews the submittal to determine whether the request is fee exempt. Once the MCC determines that the request is not fee-exempt and assigns a case number in accordance with the procedures discussed in Subsections 2.1.1, 3.1.1 and 3.2.1, the MCC performs a quick review of each check or money order, looking for obvious errors, such as missing date, missing signature, discrepancies between the written and the numerical amount, and check made payable to incorrect entity (checks or money orders payable to either “Federal Emergency Management Agency” or “National Flood Insurance Program” are acceptable).

Some checks have a 60- or 90-day **void clause** from the date of the check. If there is no void clause, a check is good for 6 months from its issue date, unless otherwise indicated. If the check is past its expiration date, the MCC does not forward the check to the FCSA; the MCC returns the check to the requester and asks for a new check with a current date. The FCSA will not accept any check over 6 months old, unless stated otherwise on the check. The MCCs make copies of checks before sending them to the FCSA through interoffice mail. Additionally, some checks require that a security watermark be visible; if not, the check is not good.

The MCC also ensures that any credit card authorization received directly contains the required information, including correct amount, credit card number, current expiration date, signature of cardholder, date of signature, name (as it appears on the credit card), address of cardholder (for the credit card receipt), daytime telephone number, and case number (given by the MCC).

FEMA accepts only VISA and MasterCard. If any of the required information is missing, the MCC calls the requester and requests a corrected credit card form. The FCSA does not process credit card payments without all correct information. The FCSA does not, under any circumstances, accept a credit card authorization over the telephone.

Before sending checks, money orders, or credit card information to the FCSA, the MCC ensures the correct case number is shown. For security reasons, the MCC blocks out the credit card number and expiration date on any copy of the original credit card authorization in its files.

The MCC transfers fees to the FCSA daily via its courier run to FEMA. At approximately 2:00 p.m., a courier picks up all packages or interoffice envelopes sent to the FCSA by the MCCs. Color-coded interoffice envelopes are clearly addressed and dated.

For the purpose of meeting the bank deadlines, all fees received from any source after 8:30 a.m. on any given day are deemed received by the FCSA on the following business day. All fees received after the 8:30 a.m. deadline are kept overnight in a safe. On the last business day of the month and only in case of an emergency and with prior approval of the FCSA will any fees delivered by courier past that deadline be accepted.

## 5.4 FEE PROCESSING PROCEDURES FOR FEE-CHARGE SYSTEM ADMINISTRATOR

The FCSA receives fees for new map revision submittals and for existing cases from various sources, including the MCCs through interoffice mail; from requesters by U.S. mail to the designated post office box, from which fees are collected once daily, and from requesters via overnight services. The processing procedures followed by FCSA are provided below.

1. At a designated time each day, the FCSA opens all mail from all sources. The FCSA identifies new submittals sent by the MCCs or received through the mail and existing cases forwarded directly to the FCSA through the post office boxes or by overnight services.
2. If a fee for a **new case** is submitted directly to the FCSA in the form of a check or money order, the FCSA contacts the appropriate MCC and asks if the rest of the submittal has been received. If so, the FCSA obtains the case number. If the MCC has not yet received the submittal, the FCSA forwards all correspondence received, including the original check or money order, to the MCC through the interoffice mail. Once the MCC has matched the fee with the corresponding case, the MCC returns the original check or money with a case number and a copy of the incoming letter to the FCSA for processing.
3. If the fee received for a **new case** includes a credit card authorization, the FCSA contacts the appropriate MCC to determine whether the MCC has the rest of the submittal. If so, the FCSA obtains the case number. If the MCC has not yet received the rest of the submittal, the FCSA will enter the following information on a list: name of the requester, fee amount, date credit card authorization was received, and materials included in the submittal (e.g., transmittal letters, forms). The FCSA first blocks out with a special shield the credit card numbers and expiration dates and then copies the credit card form along with the incoming correspondence. A copy of the list along with all pertinent data is transmitted via facsimile to the appropriate MCC. The FCSA keeps the original credit card form in a locked safe while awaiting a case number.
4. If the fee submitted is for an **existing case**, the FCSA matches the correct case number and the fee received with the appropriate case-related (216- or 316-serie) letter, which is already in the FCSA files. The FCSA checks the date of the letter to determine if it is still within the 90-day deadline for the requester to submit fees and data. If the 90-day period has expired, the FCSA contacts the appropriate MCC to inquire if an extension was granted. If an extension was granted, the FCSA accepts the fee. If no extension was granted and processing of the case was suspended, the FCSA obtains the new case number.
5. Once all problems have been resolved, the FCSA reviews each check or money order to ensure that the date is correct; the signature is correct; the amount is correct; the written and the numerical amounts match; the check or money order is made payable to correct entity; if a void notice is present, that the date of the check is not beyond the void date; if the check indicates that security marks are present, that they are, indeed, present; and the case number shown on the check is correct.
6. The FCSA endorses each approved check or money order with a special stamp and proceeds to list on a Check Receipt Log all checks received on that day by order of case number for each of the MCC's particular regions. The log shows the following information: date each fee was received; check or money order number; case number; dollar amount of check or money order; name of company or individual printed on check, whether check or money order was received through an overnight service; and, if necessary, the reason why checks or money orders are being returned to the

MCC.

7. For each case, the FCSA also maintains a worksheet that is the exact duplicate of the fields represented in the fee portion of the CIS. The worksheet also includes the case number and the community name of the submittal. Following the bank deposit, the FCSA enters in the fee portion of the CIS the data contained in every worksheet.
8. The FCSA copies each approved check that is received through the mail on a memorandum sheet, initials and dates the sheet, and submits it the appropriate MCC for inclusion in the case file. This memo provides authorization to proceed with the processing of the case. The FCSA **does not** send a copy of checks received directly by the MCCs, as it is assumed that they already have made their own copy before transmitting the fees to the FCSA. As per FEMA directive and for audit purposes, the FCSA also keeps a copy of every check accepted and deposited.
9. The FCSA prepares, if warranted, a daily package for the designated contact person for each MCC. The clearly marked envelope contains the daily receipt log. The FCSA highlights on the receipt log the cases belonging to each particular MCC. The package also includes copies of checks for the existing cases received through the mail, along with its original correspondence. The package may also contain any new submittals received on that day and sent directly to the FCSA instead of to the MCC.
10. If warranted, each day before 3:00 p.m., the FCSA forwards by facsimile a copy of the daily check receipt log to the designated contact person at each MCC.
11. Twice weekly, the FCSA dispatches a courier to deposit the fees collected in the bank.

## **5.5 PROCESSING PROCEDURES FOR PURCHASE ORDERS**

If municipalities or other government agencies submit purchase orders instead of checks or money orders, the procedures below are followed. The MCC is not to accept purchase orders from private organizations. No future requests for map actions submitted by the community will be processed until the balance due for any review fees is paid. However, the MCC is to continue the processing of any ongoing map change requests to the point of delivering the determination letter, denial letter, or 316-PMR letter.

1. The MCC sends the signed determination letter, denial letter, or 316-PMR letter and a copy of the purchase order to the CEO of the community.
2. The MCC sends a copy of the CEO package with a copy of the invoice letter to the agency that issued the purchase order (e.g., City Treasurer, Administrative Services Office).
3. The MCC retains the original purchase order in the case file.
4. When payment is received, that information is routed to the MCC, FEMA HQ, and FCSA through the normal channels established for the fee-collection system. The MCC attaches a copy of the check to the purchase order in the case file.



5. If payment is not received within 60 days from the date that the final determination letter, denial letter, or 316-PMR letter is issued, FEMA directs the FCSA to prepare a 317-PI letter (Appendix B, page B-239) or a 317-PT letter (Appendix B, page B-241) and send it to the CEO. The FCSA also sends a copy to the agency that issued the purchase order. The FCSA then sends a copy of the letter to the MCC.
6. If the MCC is not notified that payment has been received within 90 days, the MCC suspends processing of the request. At this point, the entire review and processing fee (including any initial fee already paid, if appropriate) is due.

## 5.6 PROCESSING PROCEDURES FOR CREDIT CARD PAYMENTS

FEMA has established procedures to allow requesters to submit payment for the processing of conditional and final map revisions and amendments with a credit card account rather than a check. The procedures below are followed by the MCC and FCSA.

- The MCC and FCSA do not, under any circumstances, accept credit card payments by telephone. All credit card payment information must be sent by facsimile to the FCSA, and the FCSA processes the payment.
- If letters contain credit card information, the MCC blocks out the information, copies the blocked-out version, and forwards the original letter to the FCSA.
- The FCSA sends a receipt to the requesters for all credit card payments.
- Because the FCSA maintains a copy of the credit card fee sheets, which are used to match amounts and case numbers, the MCC provides these sheets to the FCSA on the day they are received from the requester.
- If the FCSA does not have a credit card fee sheet on file and a credit card payment is received by the FCSA, the FCSA contacts the MCC, who provides the required information in a timely manner.
- The FCSA processes all error-free credit card authorizations electronically at approximately 1:30 p.m. and settles them before 3:00 p.m. Before processing the credit card authorizations, the FCSA examines the forms again to ensure the following information is present and accurate: case number, payment amount, credit card number, current expiration date, signature of cardholder, date of signature, legible name (as it appears on the credit card), address of cardholder (for credit card receipt), and daytime telephone number.
- Barring any problem, such as inaccurate credit card numbers or the wrong expiration date, the FCSA processes all credit cards received before 1:30 p.m. daily. Fees received for each case are listed on a Credit Card Receipt Log by case number for each MCC. The receipt log information includes the date, credit card type (MasterCard or Visa), case number, payment amount, and name of credit card holder. The FCSA sends by facsimile, before the end of the day, a copy of the credit receipt log to each MCC. The Credit Card Receipt Log serves as the **only document** authorizing the MCC to proceed with the processing of the case.
- As with checks, the FCSA maintains for each case received by credit card a worksheet that is the exact replica of the fields represented in the fee portion of the CIS. On the same day, if the case is in the CIS, or at a later date, if the case is not in the CIS, the FCSA inputs in that system the fee information from each worksheet.

## 5.7 PROCESSING PROCEDURES FOR REFUNDS

Occasionally, fees are submitted for fee-exempt cases and must be returned. As discussed in Sections 2 and 3, the MCC coordinates all refunds with the FEMA coordinator for fees received by check or money order and ensures the refund is well documented in the case file and CIS.

The MCC also coordinates with the FCSA all refunds processed for fees received by credit cards and ensures the refund is well documented in the case file and the fee portion of the CIS. The procedures to be followed are shown below.

1. The MCC prepares the appropriate draft refund letter (refund memo is not needed).
2. The MCC submits the draft refund letter to the FCSA for review, with a copy of the official dated credit card receipt log initialed by the FCSA.
3. The FCSA reviews the draft and informs the MCC to forward the refund letter and credit card receipt to FEMA.
4. The MCC submits the refund letter and a copy of the receipt log to FEMA for final approval.
5. Upon receipt of the letter from FEMA, the MCC calls the FCSA and requests a date when the credit card refund will be processed.
6. The MCC stamps the refund letter with the date provided by the FCSA and immediately transmits to the FCSA (by facsimile) a copy of the dated letter.
7. The FCSA processes the credit on the date the letter is stamped.
8. The MCC mails the refund letter.
9. The MCC places a copy of the refund letter in the case file and updates the refund field and the reason why a refund is warranted. These fields are located in the fee portion of the MCC database.

## **SECTION 6**

# **PROCESSING PROCEDURES FOR THE CONVERSION/COMPLIANCE PROCESS AND CORRESPONDENCE FOR NEWLY ELIGIBLE COMMUNITIES**

This section outlines the standard procedures for tracking communities through the conversion/compliance process and preparing documentation for communities' entry into the Emergency and Regular Phases of the NFIP. Descriptions and copies of the letters and *Federal Register* notices cited in this section are provided in Appendix E.

### **6.1 CONVERSION/COMPLIANCE PROCESS**

The conversion/compliance process occurs after FEMA completes the initial FIRM for a community. Prior to the FIRM effective date, communities are given 6 months to enact floodplain management measures that are compliant with specified NFIP regulations. All communities are given 90- and 30-day suspension letters prior to the end of the compliance period and FIRM effective date. Communities that do not adopt ordinances consistent with the NFIP regulations by the compliance date are suspended from participation in the NFIP. However, when these suspended communities submit compliant ordinances, they are immediately reinstated into the NFIP.

As mentioned in Sections 1 and 2, the MCC maintains a schedule and tracks communities for each scheduled conversion date and processes 90- and 30-day suspension letters as required. In addition, one designated MCC tracks the communities through the 6-month conversion/compliance process and performs the tasks below.

1. The designated MCC develops a list, in order by FEMA Region, of all communities in the conversion/compliance process using MCC-prepared lists forwarded by FEMA. The list includes the following:
  - Land use code;
  - Date(s) of entry into Emergency Phase of NFIP and/or date of entry into Regular Phase of NFIP; and
  - FIRM effective/suspension date.
2. Within 14 days of the final flood elevation determination date, the designated MCC forwards a copy of the consolidated list containing communities processed by both MCCs to PSD.
3. The designated MCC researches the CIS for the required data for processing the Final Rule, entitled "Suspension of Community Eligibility" (SUSPEND, page E-33), and publishing the Final Rule in the *Federal Register*. The required data for processing the Final Rule includes the following:
  - Emergency/Regular Phase entry dates;
  - Community identification number;
  - Past suspension and reinstatement dates; and

- Current map date.
4. The designated MCC prepares the Final Rule for publication monthly in the *Federal Register*. The Final Rule lists all noncompliant communities that received S-30 letters. To minimize costs, communities affected by two suspension dates in any given month are published in one Final Rule.
  5. The designated MCC submits the final rule (an original hard copy and an electronic version on diskette) to PSD for review 2 weeks before the effective suspension date. The PSD staff then forwards the Final Rule for signature by the Associate Director for Mitigation.
  6. After the suspension date, the designated MCC prepares the Final Rule entitled "List of Eligible Communities" (ELIGIBLE, page E-13), withdrawing the suspension for all compliant communities for publication in the *Federal Register*. In addition to withdrawing suspension, this Final Rule lists the communities that were reinstated in the NFIP. The designated MCC prepares the Final Rule monthly using the Biweekly Activity Report provided by PSD.
  7. The designated MCC submits the Final Rule (an original hard copy and an electronic version on diskette) to PSD for review within 5 working days of receipt of the second biweekly report. The PSD staff then forwards the Final Rule for signature by the Associate Director for Mitigation.

## **6.2 CORRESPONDENCE FOR NEWLY ELIGIBLE COMMUNITIES**

As communities submit the necessary paperwork to become eligible for participation in the NFIP, appropriate correspondence must be prepared, at the request of PSD, for the newly eligible communities. The procedures to be followed are summarized below.

1. PSD notifies the designated MCC that a letter is required.
2. The designated MCC prepares the appropriate eligibility letter and sample news release based on the status of the community in the NFIP as follows:
  - If the community is entering the Emergency Phase of the NFIP, the designated MCC prepares a 405 letter (page E-3) and an Emergency Phase news release (EPNEWS, page E-29).
  - If the community is entering the Regular Phase of the NFIP, the designated MCC prepares a 406 letter (page E-7) if regular conversion procedures are used.
  - If the community is entering the Regular Phase of the NFIP and special conversion procedures are used to convert the community, the designated MCC prepares a 406-D letter (page E-11) for a minimally floodprone community converted as all Zone D, a 406-M letter (page E-15) for a minimally floodprone community with SFHAs identified, or a 406-NON letter (page E-19) for a non-floodprone community.
  - The designated MCC also prepares a Regular Phase news release (RPNEWS, page E-31).
3. The designated MCC submits the required letter and news release to PSD for signature within 3 working days.

4. After the signed letter is returned by PSD, the designated MCC mails the letter and the following enclosures to the CEO:
  - News release;
  - Notice regarding 30-day waiting period; and
  - *Answers to Questions About the National Flood Insurance Program*, if appropriate.
5. The designated MCC then distributes the external and in-house file copies in accordance with the distribution shown on the sample letters in Appendix F.

### **6.3 DISTRIBUTION REQUIREMENTS**

Sample copies of the standard documents prepared by the designated MCC for the conversion/compliance process and for notifications to newly eligible communities are provided in Appendix E. The distribution requirements for these documents are shown in Table 6-1.

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Table 6-1. Distribution Requirements for Documents Used for Standard Conversion/Compliance Process and for Newly Eligible Communities

Document Number	CEO	Regional Director	State Coordinator	MCC Case File	Armstrong	PSD
405	X	X	X	X	X	X
406	X	X	X	X	X	X
406-D	X	X	X	X	X	X
406-M	X	X	X	X	X	X
406-NON	X	X	X	X	X	X
ELIGIBLE		X		X	X	X
EPNEWS	X	X	X	X	X	X
RPNEWS	X	X	X	X	X	X
SUSPEND		X		X	X	X